D-Link®

Microsoft® Response Point™

USER MANUAL
DVX-2000MS

VERSION 1.2

VoiceCenter™

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Package Contents

- D-Link DVX-2000MS Base Unit
- D-Link DPH-125MS IP Phones (5 or 10)
- D-Link DVG-3104MS 4-Port PSTN Gateway
- CAT5 Ethernet Cables
- Power Adapters
- Phone Cable
- CD-ROM with Installation Wizard, User Manual, and QIG

Note: Using a power supply with a different voltage rating than the ones included will cause damage and void the warranty for this product.

System Requirements

- Computers with Windows®, Macintosh®, or Linux-based operating systems with an installed Ethernet adapter
- Internet Explorer Version 6.0, Mozilla 1.7.12 (5.0), or Firefox 1.5 and above (for configuration)

Introduction

D-Link® VoiceCenter™, a Microsoft® Response Point™ phone system, is designed for small to medium-sized businesses with support for up to 50 users. VoiceCenter is an IP-based phone system that provides numerous advantages over traditional PSTN (analog) phone systems. Unlike previous generations of complicated, hard-to-use IP-based products, VoiceCenter is easy to install, manage, and maintain. VoiceCenter is also portable - businesses that need to relocate offices can take the phone system along. In addition, VoiceCenter provides state-of-the-art features such as Voice-activated Dialing, built-in Automated Attendant for answering and routing calls, Call Logs for managing phone usage, and Automatic Phone, and Gateway Discovery allowing for a simplified setup process.

VoiceCenter is a scalable solution that supports up to 50 IP Phones and Users on a network. There are no fees or licenses required for adding more phones to the system. Thus, as your company grows and hires new employees, you only need to purchases more phones.

There are two different types of VoiceCenter bundles: the DVX-2000MS-5 and DVX-2000MS-10. They both include one DVX-2000MS PBX/Base Unit and one DVG-3104MS PSTN Gateway. In addition, the DVX-2000MS-5 includes five IP Phones while the DVX-2000MS-10 includes ten phones. There are no additional fees or licenses required to add more phones or Gateways to the system. Simply add more as needed - up to 50 phones and 50 PSTN lines*.

The DVX-2000MS PBX/Base Unit is the heart of VoiceCenter that runs the Microsoft Response Point phone system software. Using a networked PC, the DVX-2000MS can be configured and used to manage an entire phone system. With the Automatic Phone and Gateway Discovery feature, it automatically detects when IP phones or PSTN gateways are connected to a network for easy hardware setup. At the same time, the DVX-2000MS routes all inbound/outbound calls as well as internal calls. It also provides a call log to review and manage phone usage.

The DVG-3104MS PSTN Gateway enables SMBs to connect PSTN lines* to a VoiceCenter IP-based phone system on a network. The Gateway provides four PSTN (FXO) ports for connecting up to four separate PSTN lines*. More Gateways can be added to a network to accommodate additional PSTN lines*.

The D-Link IP Phones include many standard and advanced features not found in analog phone systems. The One-touch Voice-activated Dialing feature allows users to reach anyone in the company directory or their Microsoft Outlook address book by simply saying their name.

Users can also transfer, park, and retrieve calls the same way. Voicemail to e-mail forwarding is another convenient feature. Installing the IP Phone is a breeze since there is no need to run additional Ethernet cables to desktops. D-Link phones provide two Ethernet ports for connecting to a network and PC. Setting up new phone extensions is just as easy and only takes a few simple steps to complete.

By D-Link building a solid, dependable hardware platform, and Microsoft providing an easy-to-use phone software solution, we have accomplished creating the next generation SMB phone solution. D-Link VoiceCenter, a Microsoft Response Point phone system, is the clear choice for today's productivity and efficient minded small to medium-sized business.

*Requires a third party local phone service plan. D-Link Systems, Inc. is not a Telephone Service Provider or VoIP Phone Service Provider.

Important Considerations

Response Point offers many features, including the ability to manage, monitor, and control your phone system with Administrator. With those features also comes some responsibility to promote users' privacy and system security, as well as to keep a landline phone available for emergency calls.

Emergency Considerations

Please read this information carefully, as it applies to calling for help in emergency situations.

- Power, network, or telephone service outages: If there is an outage, disruption, or other degradation of the power, network, or telephone services at your location, Response Point will not work.

- How to dial 911: Please inform all of your employees, visitors, and Response Point users that they can either dial 911 or 9-911 to access 911 emergency services.

- Maintain an alternative means of calling 911: You should maintain a backup means of calling 911 emergency services (for example, by using a phone plugged into a standard telephone line or a cell phone) in case of a power failure, telephone service outage, or other problem that may inhibit you from using Response Point.

- 811 feature: By dialing 811, you can call back the last phone that was used to dial 911. This information will be stored for only 24-48 hours after 911 is dialed. ***Note:*** *This feature may not work if the phone as not been registered with the Response Point base unit by your phone system administrator.*

- 911 location obligations that may apply to certain owners of Response Point: Your telephone company may be required under applicable law to provide a telephone number and address associated with that telephone number to emergency services when a caller dials 911. Please note that certain U.S. (state and/or federal) and foreign laws may require the owner of a multi-line telephone system (MLTS), such as Response Point, to provide emergency services with the physical location/address of the phone that was used to call 911, in addition to the caller's telephone number. Compliance with such MLTS laws is your responsibility as the owner of Response Point. Response Point does not provide to emergency services the physical location/address of a phone that is used to call 911.

Privacy Considerations

The following considerations describe privacy issues that are unique to Response Point:

Privacy of Users

- The personal information that you enter in the User Properties dialog box is stored on the base unit and is not encrypted. Any user who has access to the base unit password (for example, the phone system administrator) can modify this information, which includes:

  - Voicemail messages that you configure to be retrieved by phone. (Voice messages sent as e-mail attachments are not stored on the base unit.)
  - Names and nicknames that you think external callers might use when speaking to the Automated Receptionist.
  - Personal contact information that you upload from your contact store.
  - E-mail addresses that you specify to receive voicemail attachments.
  - Bypass Receptionist phone numbers that connect directly to the extension numbers that you specify.

- If you select the Remember logon settings check box when logging on to Assistant, your credentials are encrypted and are stored on the computer running Assistant.

- The directory is available to external callers. You can choose to add or remove your name and extension number from this directory. However, the phone system administrator can override your choice without your consent—by either adding your information to the directory or removing your information from it.

- Your user name and extension number are automatically added to the list displayed in Assistant; there is no way to override this feature. Any user who logs on to Assistant can view this list.

Privacy of Calls

Various components of the Microsoft® Response Point™ phone system must exchange data so that you can place and receive calls. Similar to many traditional phone systems, where people with access to the office phone network may be able to listen to phone calls, people with access to your office LAN may also be able to listen to phone calls that you place using Response Point.

Calls—which are comprised of data packets that pass between base units, phone line adapters, and phones—travel over the office LAN and are not encrypted. For example, the caller ID information that is exchanged between the phones and base unit is not encrypted. Likewise, a conversation that is transmitted from one phone to another phone is not encrypted.

However, data that is exchanged between the base unit and Administrator or Assistant is encrypted.

Privacy of SMTP Servers

The information that is transmitted from the base unit to your SMTP server (such as, a Microsoft Exchange server on the LAN or your ISP's e-mail server on the Internet) will be encrypted or not depending on whether your SMTP server requires encryption. Information that may not be encrypted includes the user name and password for logging on to the SMTP server and voice messages sent as e-mail attachments. For more information about your base unit's connection to the SMTP server, contact the phone system administrator.

Privacy of Backups

The phone system administrator may choose to make a backup of the data on the base unit. Data saved in the backup file is not encrypted. Therefore, we recommend that the phone system administrator store backups on a removable hard drive that can be disconnected from the LAN and stored in a secure location (for example, on a disk that can be stored in a locked drawer).

Transfer of Base Units

Transfer of Base Units
Before transferring the base unit to another person—for example, if you give it to another small business owner or recycle it—you may want to permanently delete all information using the Erase Data program (“ResponsePointEraseData.exe”) that comes on the installation CD.

Security Considerations

Security Considerations

Security and privacy are related topics. Privacy Considerations discusses the handling of users’ personal information. This topic focuses on the issues involved securing your phone system.

While Voice over Internet Protocol (VoIP) brings the power of the Internet to phone services, it also introduces some security issues. Unless your LAN is secure, employees or callers could change phone settings, listen to others’ voice messages, and even access the public address system, if you have one.

Consider the following issues in creating a secure phone system:

Change Default Passwords

The first step toward securing Response Point is to change the default password of the base unit. The default base unit password is admin, which you use from Administrator to connect to the base unit.

Also, encourage your employees to change their passwords using Assistant. An employee is typically assigned to one extension number password, which is used to log on Assistant and to retrieve voicemail messages. The default extension number password is 9999.

System Vulnerabilities

Response Point runs on your office LAN, and your organization may have a wireless LAN. While convenient and popular, the security features in many wireless default implementations may not be adequate for your needs. Consider whether your LAN security configuration, especially your wireless LAN security configuration, is correct for your business.

Firewall Issues

It's a good idea to use firewalls to help protect your office LAN. A firewall blocks requests or communication attempts from any unspecified programs.

If you use a third-party firewall to provide security, instead of the default Windows Firewall, Assistant and Administrator may not be able communicate with the base unit. To avoid this problem, create firewall exceptions in your firewall program for Administrator and Assistant. A firewall exception allows selected programs to connect with your computer.

If you are using a third-party firewall, refer to its documentation for instructions on creating firewall exceptions.

Security Certificates

When you first log on to Administrator and connect to a base unit, you are asked to establish a security relationship between the base unit and the computer running Administrator.

If you proceed to establish that security relationship, the base unit copies a certificate (a digital document) to the computer running Administrator. Once the two have the same certificate information, your computer automatically trusts that the base unit is legitimate.

Security certificates are put on the base unit when manufactured and have a 15-year expiration date. If you think you're near the 15-year limit, contact the manufacturer's customer support service.

Occasionally, when you log on, you might get a security error, which won't allow you to connect to a base unit. This can occur if the certificate exchange has been corrupted, for example. In this case, try connecting again, or restart the base unit so that the certificate can be reinitialized. If you still get an error, a program or other device on the LAN might be trying to fool you or intercept your base unit data. You will see explanatory messages when these conditions occur.

Security of Backups

Phone system data is not encrypted when a backup is created. Therefore, we recommend that the phone system administrator store backups on a removable hard drive, which can be disconnected from the LAN.

Performance Considerations

Response Point can handle many calls in a timely and reliable manner. However, there are several configuration and other practices that can affect performance, including how the phone system handles calls, delivery of voice messages, and so forth. The following issues may affect performance.

Issue: Slow Performance

There is no absolute limit to the number of phones or phone line adapters that can be added to the phone system. However, the practical limit is 50 phones and 25 phone line adapters. If these limits are surpassed, performance of the phone system will be sluggish.

Issue: Voice Recognition Performance

System recognition of the names requested by callers can be affected by the total number of contacts stored on the base unit. If your phone system is experiencing reduced performance, ask users to reduce the number of contacts to those names and numbers that are called frequently.

Issue: Administrator and Assistant Can’t Communicate/Firewall Effects?

If you choose to use a third-party firewall instead of the default Windows Firewall, Assistant and Administrator will not be able communicate with each other. A firewall blocks all requests or communication attempts from any unspecified programs. To avoid this problem, create firewall exceptions in your firewall program for Administrator and Assistant. A firewall exception allows selected programs to connect with your computer.

Setting Passwords

Voice over Internet Protocol (VoIP) brings the power of the Internet to phone services. Unless your LAN is secure, however, phone users or callers could change phone settings, listen to others' voicemail, and even access the public address system if you have one. Setting passwords is an important action to take to secure your Microsoft® Response Point phone™ system.

Base Unit Password (Administrator)

To help protect your phone system, immediately change the base unit password when you set up Response Point. In Administrator, a message will prompt you to change the default base unit password—"admin"—to a unique password. Choose a strong password that you will remember.

Logon and Voicemail Passwords (Assistant)

Employees also have a password for logging on and accessing their voicemail messages left at their extension number. If they have more than one extension number, because they are identified as another type of user, they will have a different password for each extension number. For example, an employee might log on as "Diane Margheim" at extension 101, or as "Sales" at extension 201. In this case, Diane will have a unique password for "extension 101" and "extension 201."

The default password for extension numbers, set in Assistant, is 9999. As phone system administrator, you can reset the password to this default when necessary. Otherwise, it's a good idea to encourage employees to change their passwords regularly.

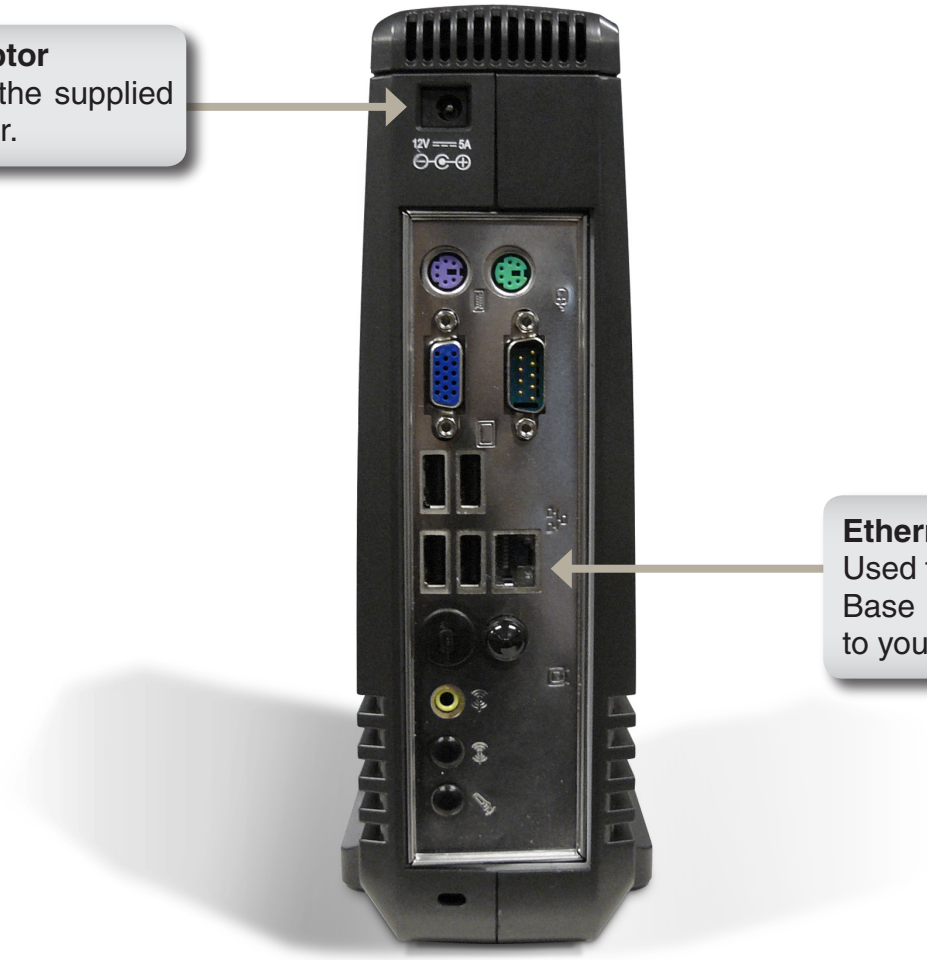
Features

- **A Microsoft® Response Point™ Phone System**
- **Designed with Simplicity in Mind - Easy to Install, Use and Manage**
- **Scalable - Add Up to 50 Phones or Phone Lines* to a Network**
- **No Fees or Licenses Required for Adding More Phones or Gateways**
- **Supports traditional PSTN lines and SIP trunking**
- **One-touch Voice-activated Dialing and Voicemail Access**
- **Automated Attendant for Directing/Incoming/Transfering/Parking or Retrieving Calls**
- **Voicemail to E-mail Forwarding**
- **3-way Call-conferencing**
- **Call Log for Tracking Phone Usage**
- **Assistant program for Incoming Call Notification on a PC and Microsoft Outlook Contact Integration**
- **Two-click Backup and Restore and Device Firmware Upgrade Utility**

*Requires a third party local phone service plan. D-Link Systems, Inc. is not a Telephone Service Provider or VoIP Phone Service Provider.

Hardware Overview
Connections

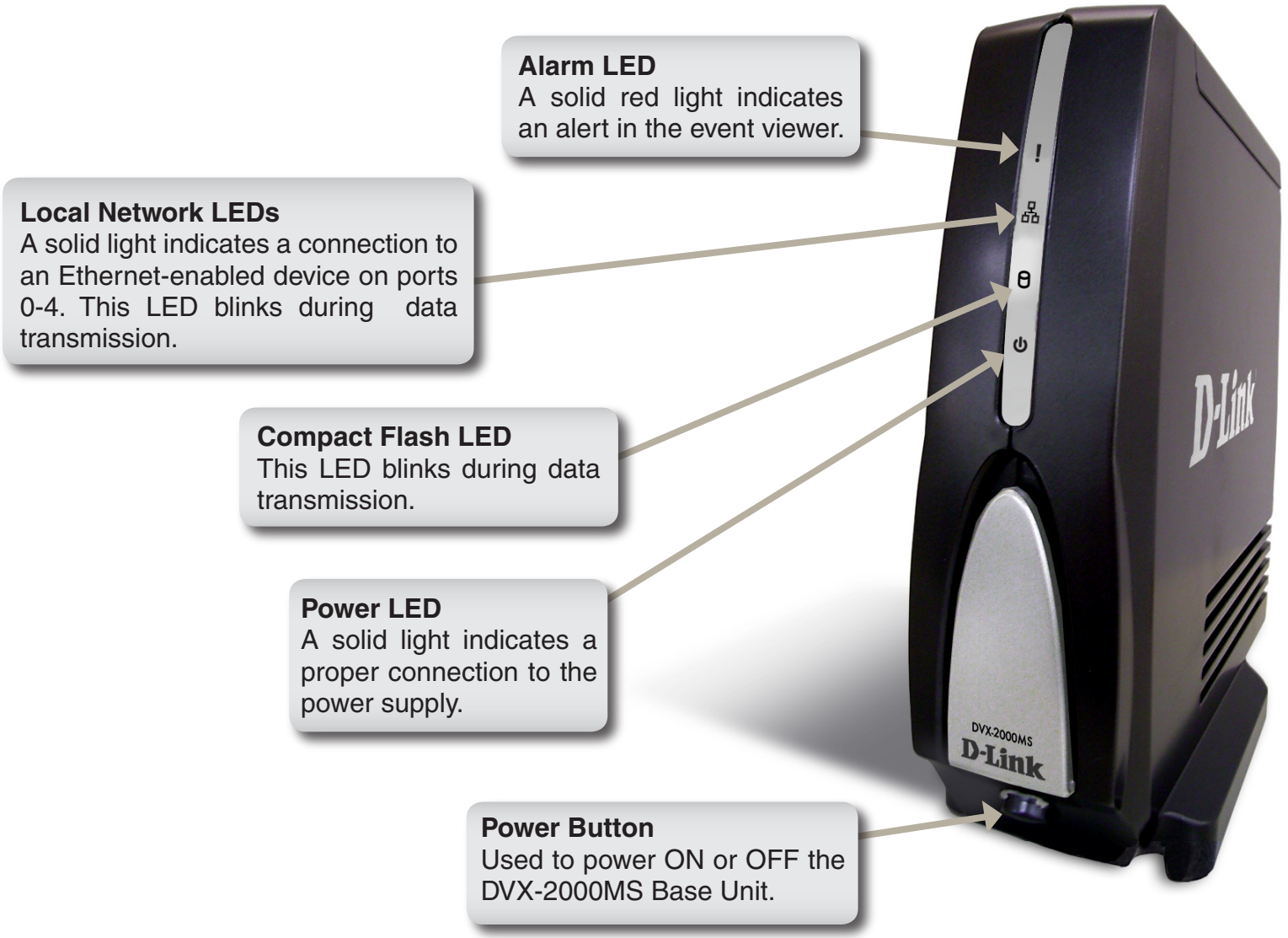
Power Receptor
Receptor for the supplied power adapter.



Ethernet Port
Used to connect the DVX-2000MS Base Unit through Ethernet cable to your Local Area Network.

Hardware Overview

LEDs


Alarm LED
A solid red light indicates an alert in the event viewer.
Local Network LEDs
A solid light indicates a connection to an Ethernet-enabled device on ports 0-4. This LED blinks during data transmission.
Compact Flash LED
This LED blinks during data transmission.
Power LED
A solid light indicates a proper connection to the power supply.
Power Button
Used to power ON or OFF the DVX-2000MS Base Unit.
DVX-2000MS
D-Link

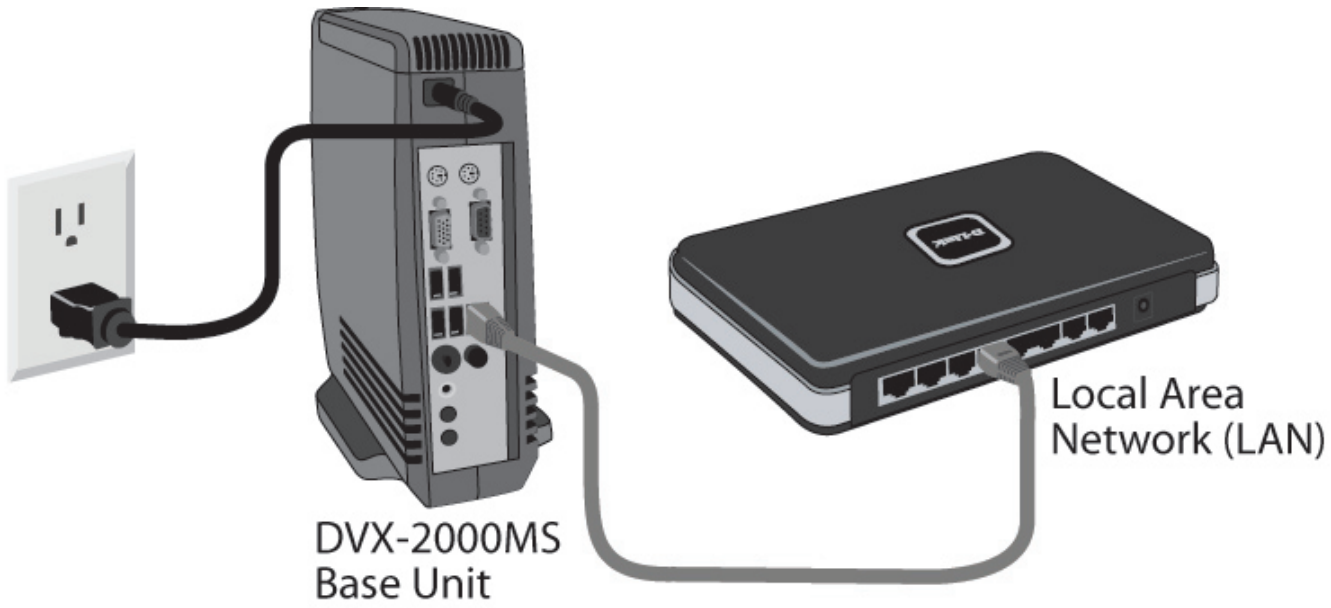
Hardware Installation

Connecting the DVX-2000MS Base Unit

Plug the power adapter into an AC outlet or power strip and plug the other end into the AC input on the back of the DVX-2000MS Base Unit. The power LED will light up to indicate proper connection.

Connect one end of the Ethernet cable to the LAN Port on the back of the DVX-2000MS Base Unit and connect the other end of the Ethernet cable to a Local Area Network via switch or hub. The LAN LED will light up to indicate proper connection.

When you have connected the DVX-2000MS to your network, it should look like the diagram below:



Connecting the DPH-125MS IP Phones

Plug the power adapter into an AC outlet or power strip and plug the other end into the AC input on the DHP-125MS IP Phone. The Power LEDs will light up to indicate proper connection.

Connect one end of the Ethernet cable to the LAN port on the IP Phone and connect the other end of the Ethernet cable to your Local Area Network using a switch or hub. Repeats steps for additional DPH-125MS IP Phones.

When you have connected the IP Phones to your network it should look like the diagram below.

Connecting the DVG-3104MS Gateway

The DVG-3104MS Gateway translates incoming phone calls so they can be sent over your organizations's LAN, and translates outgoing calls into the format used by traditional phone service.

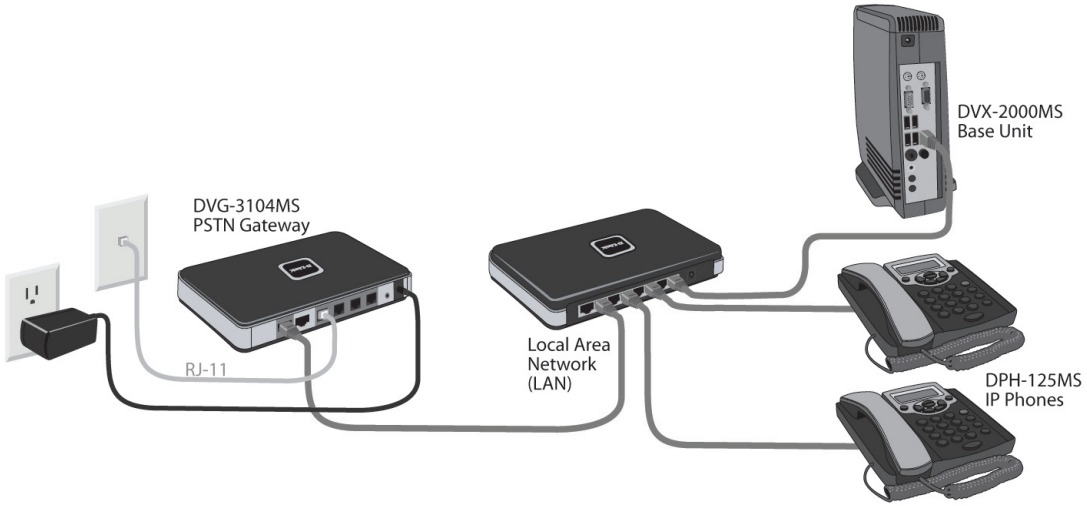
Note: *Avoid disabling your existing phone service while setting up the VoiceCenter. If you have an alternative jack available, use it to set up and test the VoiceCenter phone system.*

Plug the power adapter into an AC outlet or power strip and plug the other end into the AC input on the back of the gateway. The power LED will light up to indicate proper connection.

Connect one end of the Ethernet cable to the LAN Port on the back of the gateway and connect the other end of the Ethernet cable to your Local Area Network using a switch or hub. The LAN LED will light up to indicate proper connection.

Connect the phone cable to an available PSTN (FXO) Port on the back of the gateway and connect the other end to a phone jack.

When you have made all the connections to your network, it should look like the diagram below:



Software Installation

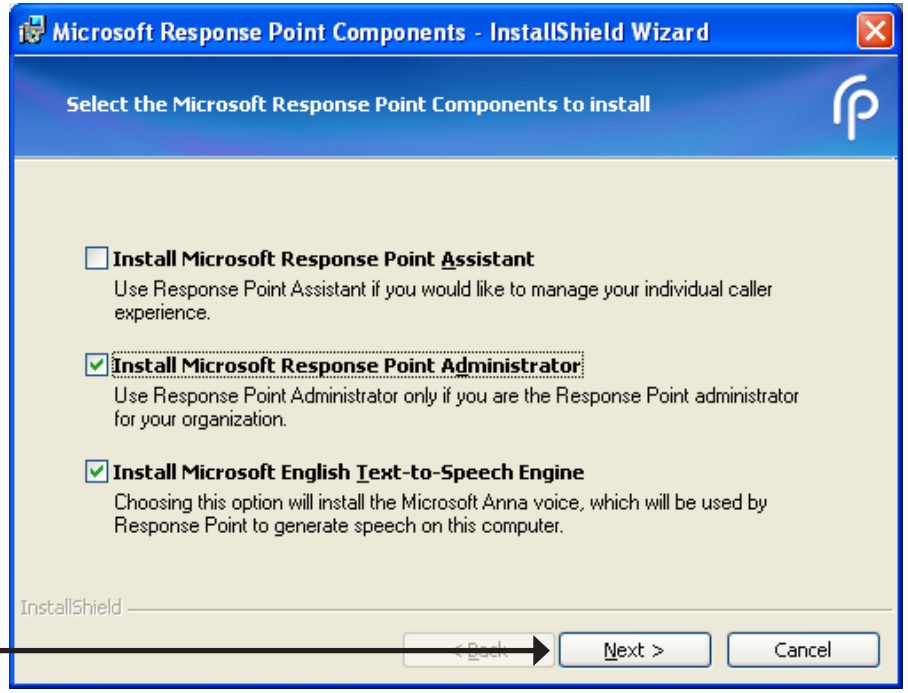
Installing Microsoft Response Point Administrator

Insert the **VoiceCenter** CD in the CD-ROM drive. The step-by-step instructions that follow are shown in Windows® XP.

If the CD Autorun function does not automatically start on your computer, go to **Start** > **Run**. In the run box type "**D:\setup.exe**" (where **D**: represents the drive letter of your CD-ROM drive).

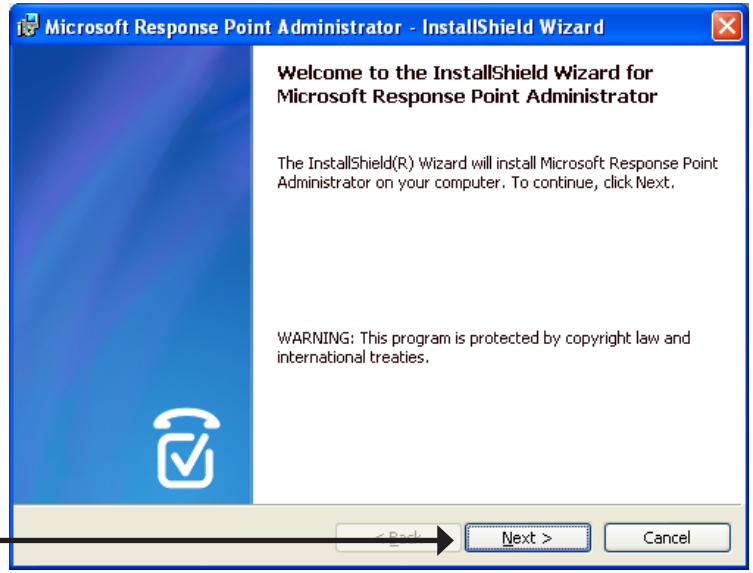
Note: *Microsoft® Response Point™ Administrator only operates with Windows® XP SP2 or Windows Vista™.*

When the autorun screen appears, select **Install Microsoft Response Point Administrator** and click **Next** to continue.


Microsoft Response Point Components - InstallShield Wizard
Select the Microsoft Response Point Components to install
Install Microsoft Response Point Assistant
Use Response Point Assistant if you would like to manage your individual caller experience.
Install Microsoft Response Point Administrator
Use Response Point Administrator only if you are the Response Point administrator for your organization.
Install Microsoft English Text-to-Speech Engine
Choosing this option will install the Microsoft Anna voice, which will be used by Response Point to generate speech on this computer.
InstallShield
< Back
Next >
Cancel

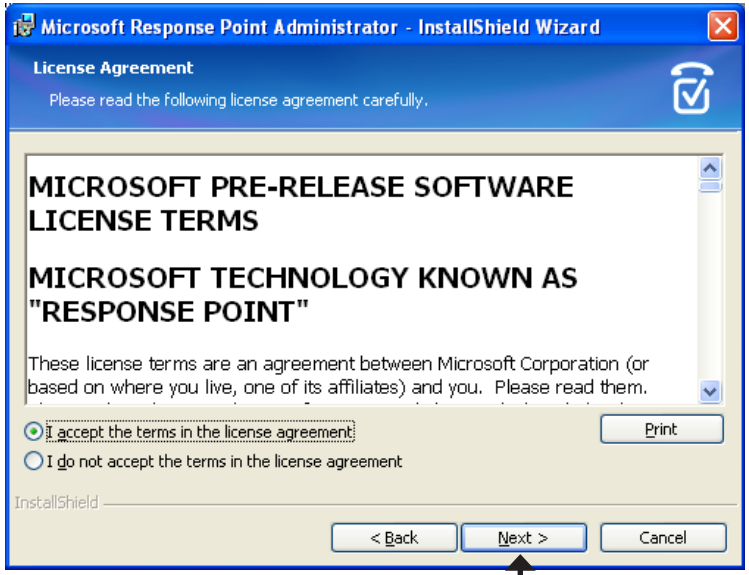
Click **Next**

Click **Next** to continue.


Microsoft Response Point Administrator - InstallShield Wizard
Welcome to the InstallShield Wizard for Microsoft Response Point Administrator
The InstallShield(R) Wizard will install Microsoft Response Point Administrator on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

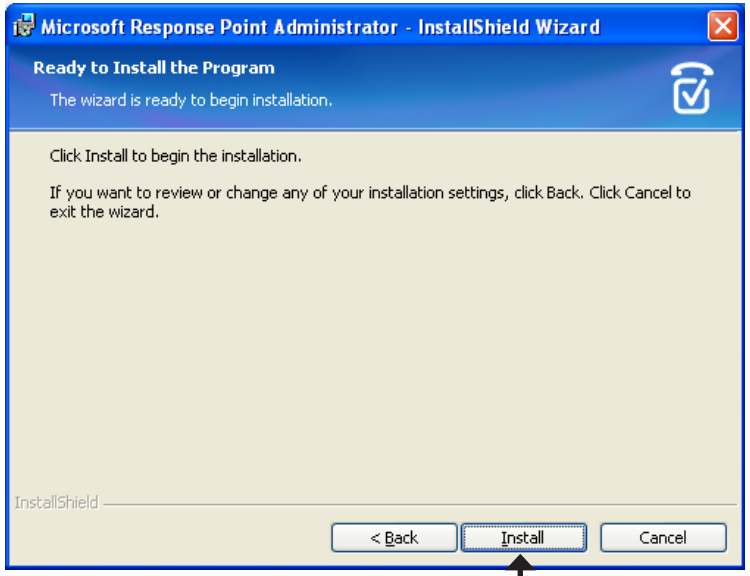
Click **Next**

Accept the License Agreement and click **Next** to continue.


Microsoft Response Point Administrator - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
MICROSOFT PRE-RELEASE SOFTWARE LICENSE TERMS
MICROSOFT TECHNOLOGY KNOWN AS "RESPONSE POINT"
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

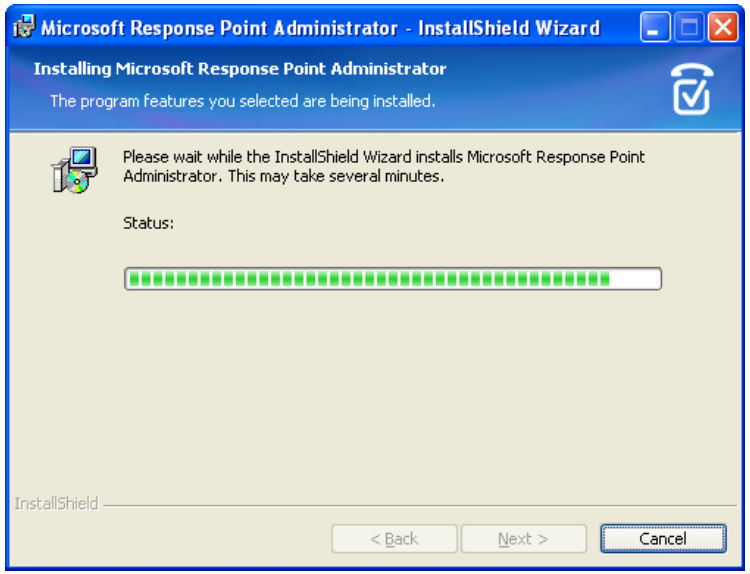
Click **Next**

Click **Install** to begin the installation.

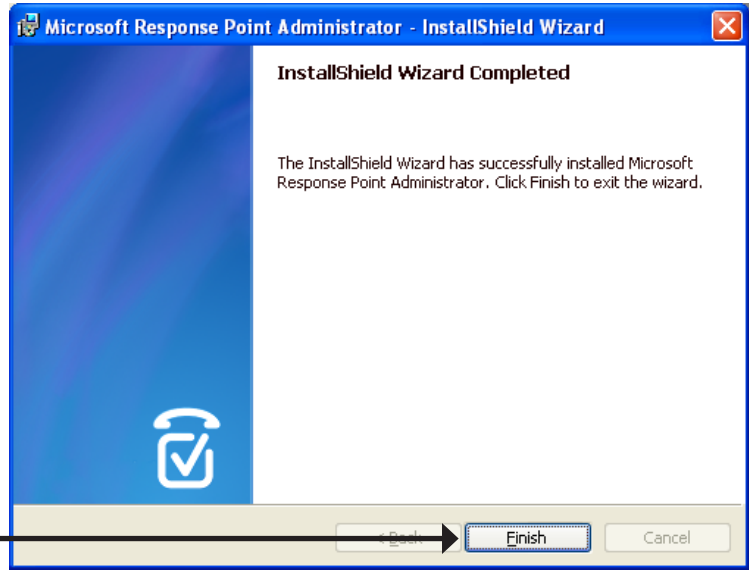

Microsoft Response Point Administrator - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Click **Install**

Please wait while the InstallShield wizard installs Microsoft® Response Point™ Administrator.


Microsoft Response Point Administrator - InstallShield Wizard
Installing Microsoft Response Point Administrator
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs Microsoft Response Point Administrator. This may take several minutes.
Status:
InstallShield
< Back
Next >
Cancel

Installation is complete, click **Finish** to exit the wizard.


Microsoft Response Point Administrator - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Microsoft Response Point Administrator. Click Finish to exit the wizard.
< Back
Finish
Cancel

Click **Finish**

Starting Microsoft Response Point Administrator

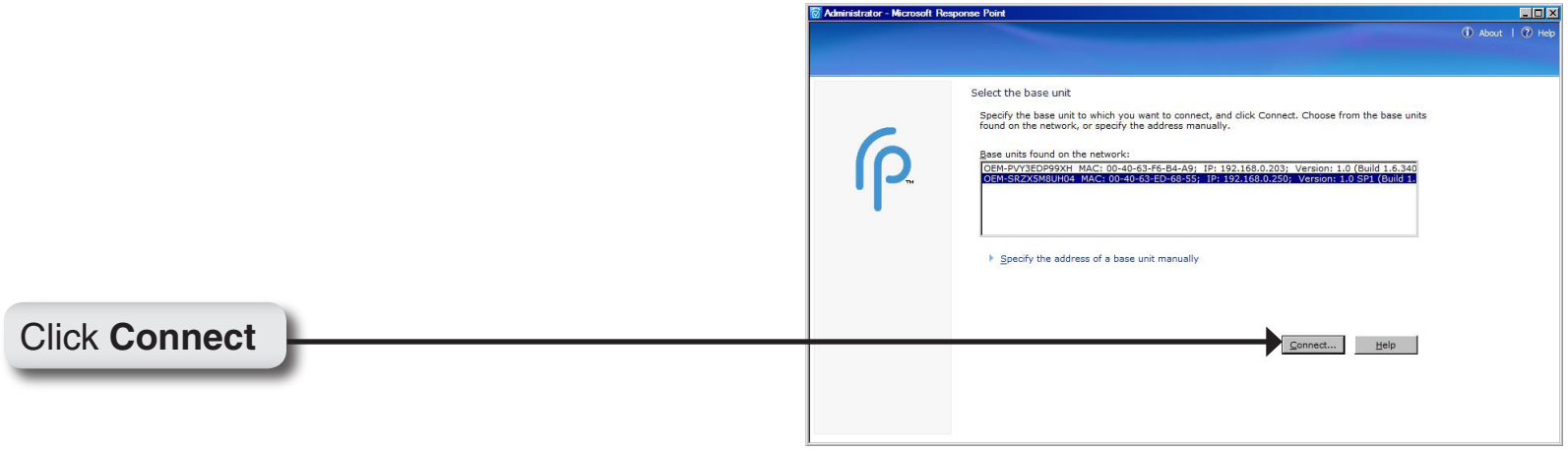
Use the following steps to start Microsoft® Response Point™ Administrator and log on to the DVX-2000MS Base Unit.

In Windows® XP, click **Start** > **All Programs** > and then click **Microsoft Response Point Administrator** to start the program.

Select the DVX-2000MS base unit you just installed, and click **Connect**.

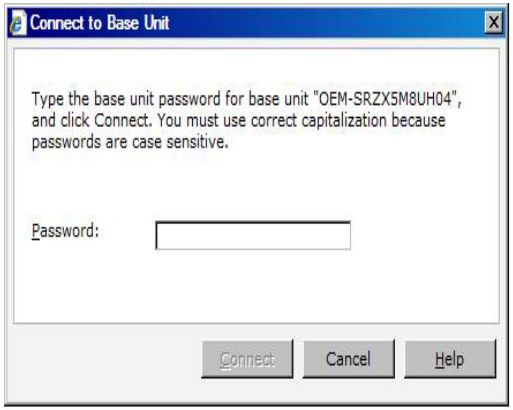
Note: *A few seconds may pass. If you don't see the DVX-2000MS base unit listed, it's likely that the base unit or the computer on which Administrator program is running, is not connected properly to the LAN. Make sure all cables and power cords are connected. Another potential problem is that the DVX-2000MS base unit is not turned on.*

***Note:** If a Security Alert dialog box comes up, click **Unblock**.*

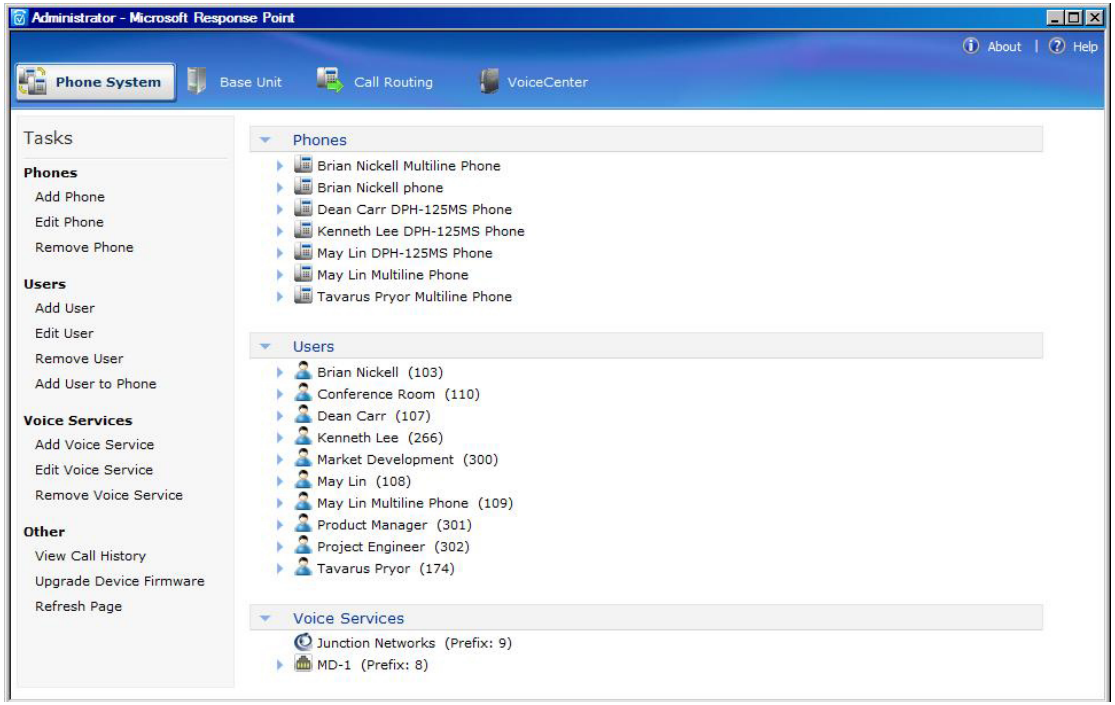

Click Connect
Administrator - Microsoft Response Point
About
Help
Select the base unit
Specify the base unit to which you want to connect, and click Connect. Choose from the base units found on the network, or specify the address manually.
Base units found on the network:
OEM-PVY3EDP99XH MAC: 00-40-63-F6-B4-A9; IP: 192.168.0.203; Version: 1.0 (Build 1.6.340
OEM-SRZX5M8UH04 MAC: 00-40-63-ED-68-55; IP: 192.168.0.250; Version: 1.0 SP1 (Build 1
Specify the address of a base unit manually
Connect...
Help

When prompted for a password, type the default password, **admin** and click **Connect**.

Note: *It's recommended that you change this password soon for security purposes. See page 89 for more information.*


Connect to Base Unit
Type the base unit password for base unit "OEM-SRZX5M8UH04", and click Connect. You must use correct capitalization because passwords are case sensitive.
Password:
Connect
Cancel
Help

You have successfully logged onto the DVX-2000MS base unit. You may now configure your IP Phones and Gateway.

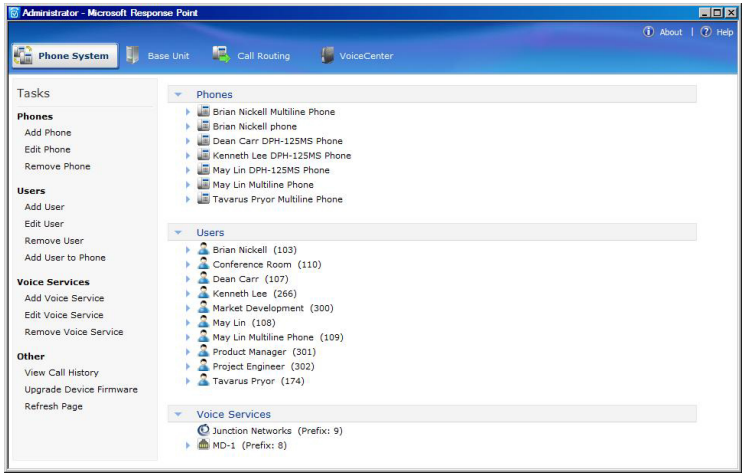


Configure the DPH-125MS IP Phones

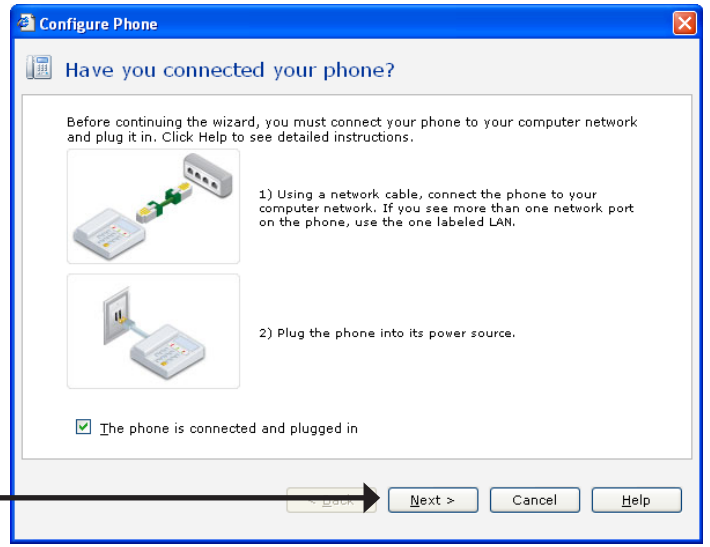
In Microsoft® Response Point™ Administrator, use the following steps to configure the DPH-125MS IP Phones.

Click the **Phone System** tab at the top of the screen if necessary.

In the **Tasks** panel, under **Phones**, click **Add Phone** to launch the Configure Phone Wizard.



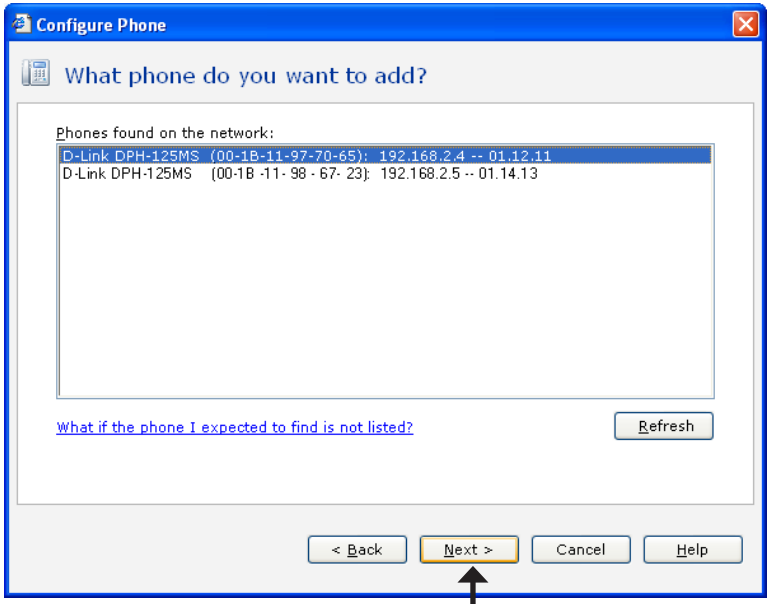
Select the check box confirming the IP Phone is connected and plugged in. Click **Next** to continue.


Configure Phone
Have you connected your phone?
Before continuing the wizard, you must connect your phone to your computer network and plug it in. Click Help to see detailed instructions.
1) Using a network cable, connect the phone to your computer network. If you see more than one network port on the phone, use the one labeled LAN.
2) Plug the phone into its power source.
The phone is connected and plugged in
< Back
Next >
Cancel
Help

Click **Next**

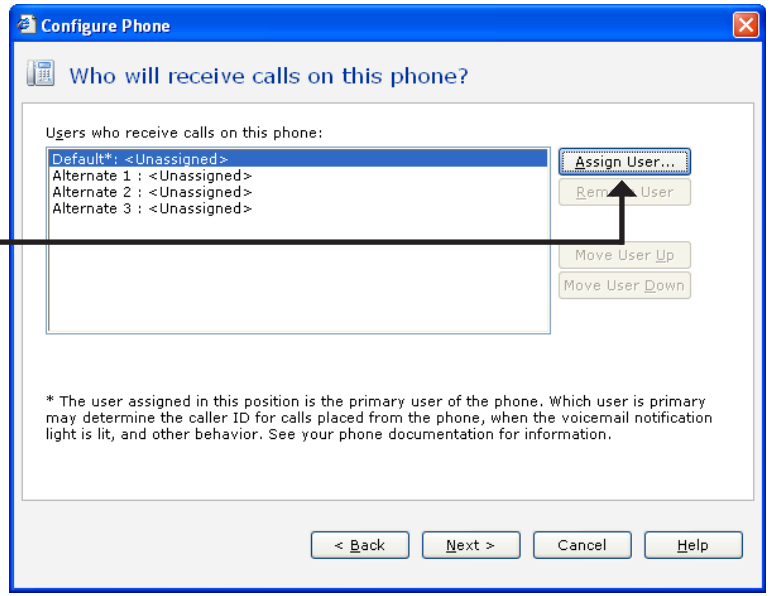
Select one of the D-Link DPH-125MS IP Phones you just connected and click **Next** to continue.

Note: *If you do not see the phone you just connected, click* ***Refresh*** *in the Tasks panel. If you still do not see the phone, make sure that the phone is connected to the LAN, unplug the phone from the electrical outlet, and plug it back in. After plugging in the phone, you may need to wait at least sixty seconds before the phone is initialized and ready to be configured.*


Configure Phone
What phone do you want to add?
Phones found on the network:
D-Link DPH-125MS (00-1B-11-97-70-65): 192.168.2.4 -- 01.12.11
D-Link DPH-125MS (00-1B -11- 98 - 67- 23): 192.168.2.5 -- 01.14.13
What if the phone I expected to find is not listed?
Refresh
< Back
Next >
Cancel
Help

Click **Next**

For this step, you will add a new user and assign that user to the phone you just selected. Click **Assign User** to open the New User screen.

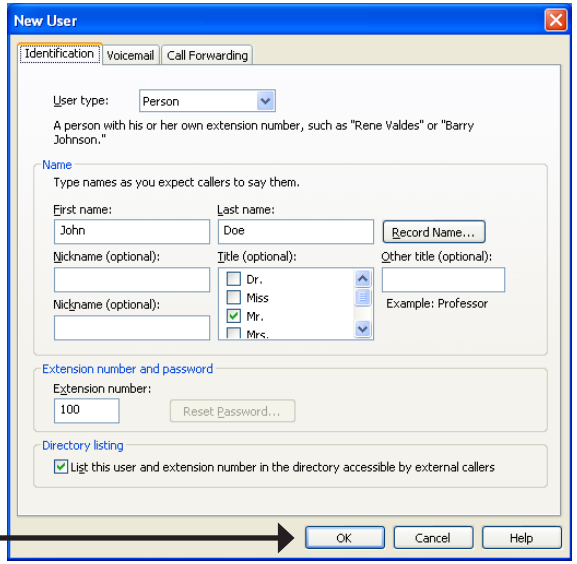

Configure Phone
Who will receive calls on this phone?
Users who receive calls on this phone:
Default*: <Unassigned>
Alternate 1 : <Unassigned>
Alternate 2 : <Unassigned>
Alternate 3 : <Unassigned>
Assign User...
Move User Up
Move User Down
* The user assigned in this position is the primary user of the phone. Which user is primary may determine the caller ID for calls placed from the phone, when the voicemail notification light is lit, and other behavior. See your phone documentation for information.
< Back
Next >
Cancel
Help

Click **Assign User**

On the **Identification tab**, in the **User Type** box, select **Person** from the drop down menu if it is not already selected.

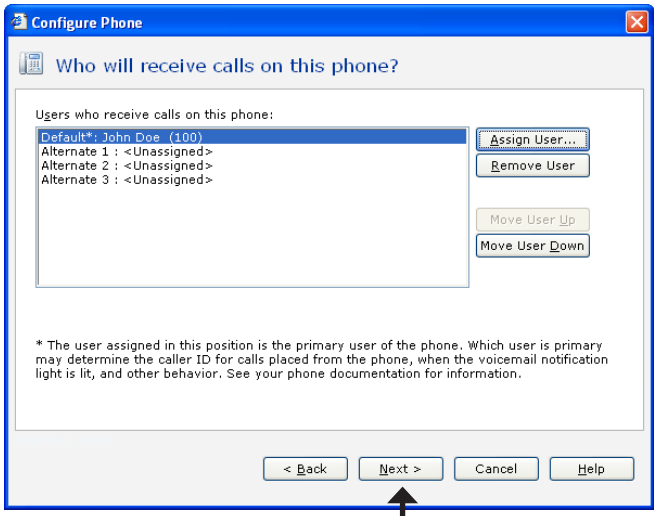
In the **Name** boxes, type the first and last name, and optional nicknames or titles of the person who will use this phone. You should specify nicknames and titles if you think callers will use when asking for this user.

In the **Extension number** box, change the extension number if desired and click **OK** to continue.



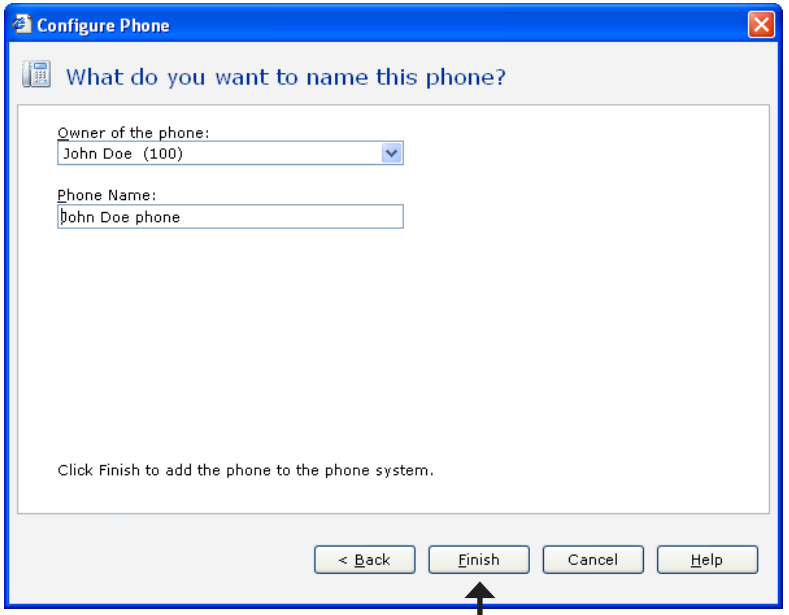
Click **OK**

You have now assigned the person's name to Line 1 with the extension number you specified. You can assign up to 3 additional users to this phone or click **Next** to continue.


Configure Phone
Who will receive calls on this phone?
Users who receive calls on this phone:
Default*: John Doe (100)
Alternate 1 : <Unassigned>
Alternate 2 : <Unassigned>
Alternate 3 : <Unassigned>
Assign User...
Remove User
Move User Up
Move User Down
* The user assigned in this position is the primary user of the phone. Which user is primary may determine the caller ID for calls placed from the phone, when the voicemail notification light is lit, and other behavior. See your phone documentation for information.
< Back
Next >
Cancel
Help

Click **Next**

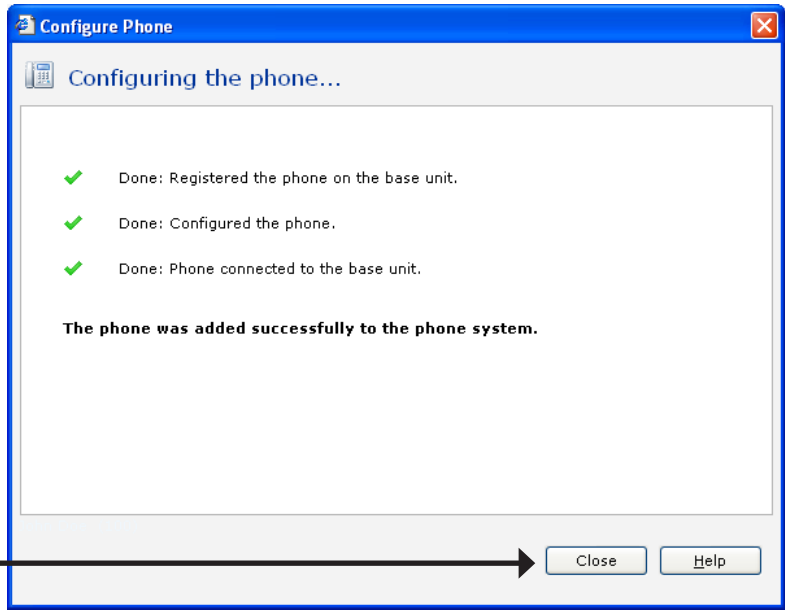
The owner and phone name have automatically been created for you. Click **Finish** to continue.



Click **Next**

The IP Phone has been successfully added to the phone system. Click **Close** to exit the configuration wizard. Repeat instructions on pages 27 through 30 to add additional phones.

Tip: *If you continue to configure more phones, write down the last four digits of the MAC address (located on the bottom or side of each phone), along with a name for each phone, such as "Diane Margheim phone." Having this information will help you recognize the phone and remember where each one is installed.*


Configure Phone
Configuring the phone...
Done: Registered the phone on the base unit.
Done: Configured the phone.
Done: Phone connected to the base unit.
The phone was added successfully to the phone system.
Close
Help

Click **OK**

Testing Two Response Point Phones

Now that you have the phones connected to the LAN and have configured them through Microsoft® Response Point™ Administrator, it's time to test the connection and configuration to make sure they work.

Note: You can dial extension numbers in several ways:

- Dial the number, and wait for several seconds before the connection is made.
- Dial the number, and press **OK** on the phone (for a faster connection time).
- Press **Response Point** button on the phone, and say the name of the person you want to call, in this case the name of the phone user assigned to the phones you just configured.

To test the phones with the Microsoft Response Point phone system

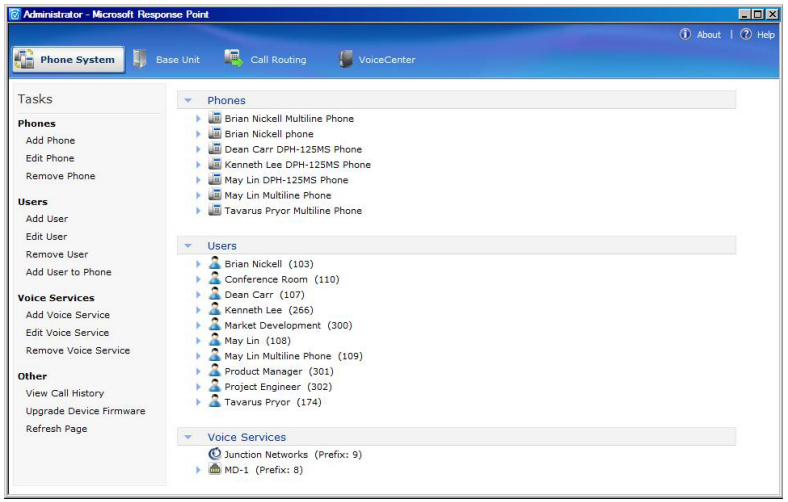
1. Using the first phone, dial the extension number assigned to the user on the second phone, and confirm that it rings.
   Note: It may take several seconds for the second phone to ring.
2. Go to the second phone and try the extension number of the user on the first phone.

If the phones did not work, the likely cause is a loose connection. Make sure all cables and cords are properly seated into their
respective ports, jacks, and outlets.

Next, you're going to configure the DVG-3104MS gateway.

Configure the DVG-3104MS Gateway

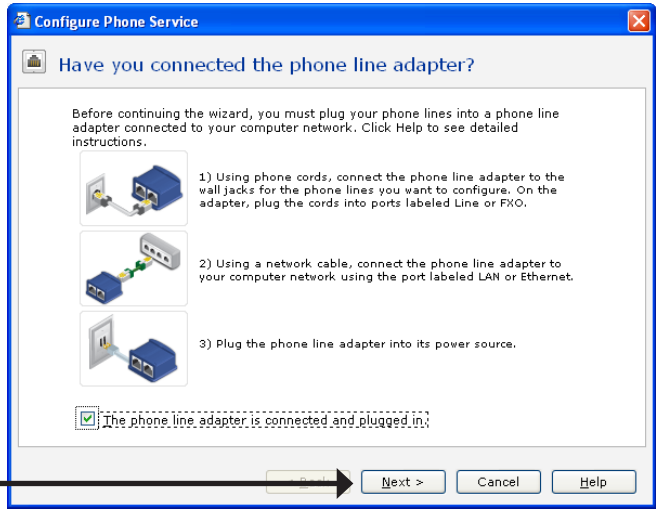
In Microsoft® Response Point™ Administrator, use the following steps to configure the gateway:



Click the **Phone System** tab at the top of the screen if necessary.

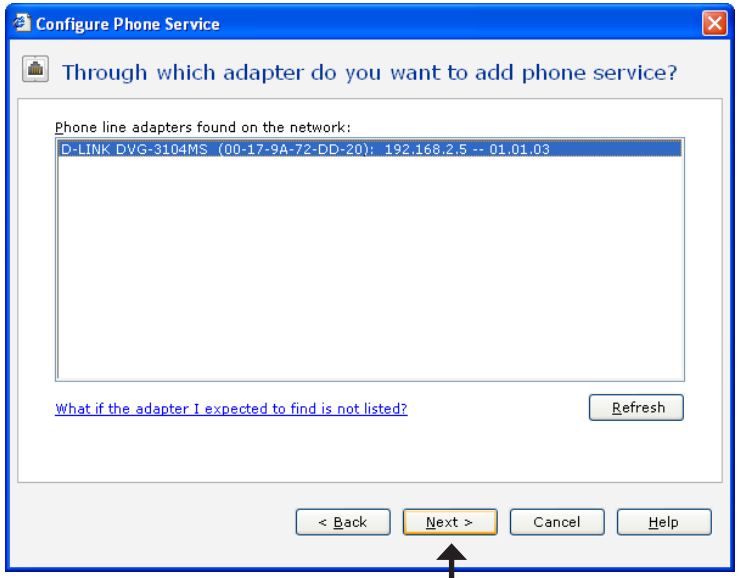
In the **Tasks** panel, under **Phone Service**, click **Add Phone Service** to launch the Configure Phone Service Wizard.

Select the check box confirming the gateway is connected and plugged in. Click **Next** to continue.


Configure Phone Service
Have you connected the phone line adapter?
Before continuing the wizard, you must plug your phone lines into a phone line adapter connected to your computer network. Click Help to see detailed instructions.
1) Using phone cords, connect the phone line adapter to the wall jacks for the phone lines you want to configure. On the adapter, plug the cords into ports labeled Line or FXO.
2) Using a network cable, connect the phone line adapter to your computer network using the port labeled LAN or Ethernet.
3) Plug the phone line adapter into its power source.
The phone line adapter is connected and plugged in.
< Back
Next >
Cancel
Help

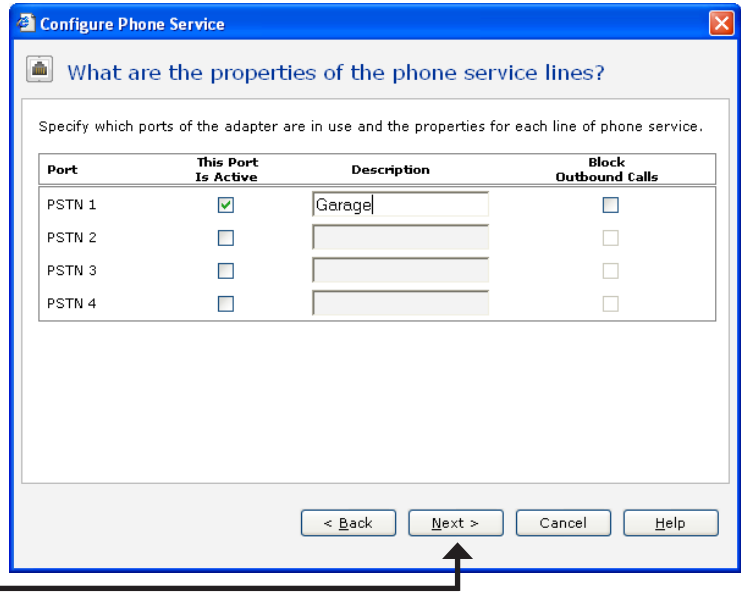
Click **Next**

Select the D-Link DVG-3104MS Gateway you just connected and click **Next** to continue.


Configure Phone Service
Through which adapter do you want to add phone service?
Phone line adapters found on the network:
D-LINK DVG-3104MS (00-17-9A-72-DD-20): 192.168.2.5 -- 01.01.03
What if the adapter I expected to find is not listed?
Refresh
< Back
Next >
Cancel
Help

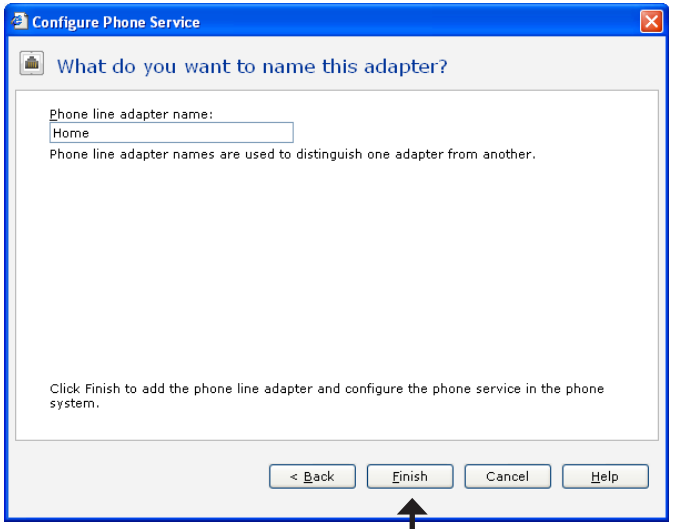
Click **Next**

Select the **This Port Is Active** check box. Enter in a phone number or name associated with this line in the Description box. Click **Next** to continue.



Click **Next**

Enter a name for the phone line adapter and click **Finish** to complete the configuration.


Configure Phone Service
What do you want to name this adapter?
Phone line adapter name:
Home
Phone line adapter names are used to distinguish one adapter from another.
Click Finish to add the phone line adapter and configure the phone service in the phone system.
< Back
Finish
Cancel
Help

Click **Finish**

Testing the DVG-3104MS Gateway Connection

Now that the DVG-3104MS Gateway is installed and the phones and phone service are configured, it's time to test inbound and outbound calls.

To test the phone system with an outbound call:

1. Using one of the phones you installed, dial 9, then the country code (1 for the United States), and then an external phone number.
2. Make sure the external number rings and you are connected to a person outside of your office.

To test the phone system with an inbound call:

1. Using a mobile phone or an outside phone line, place an inbound call to your office phone.
2. When prompted, ask for the name of the user assigned to one of the phones you previously installed.

Note: *If this step does not work, make sure all cables and cords are properly seated into their respective ports and outlet.*

Installing Microsoft Response Point Assistant

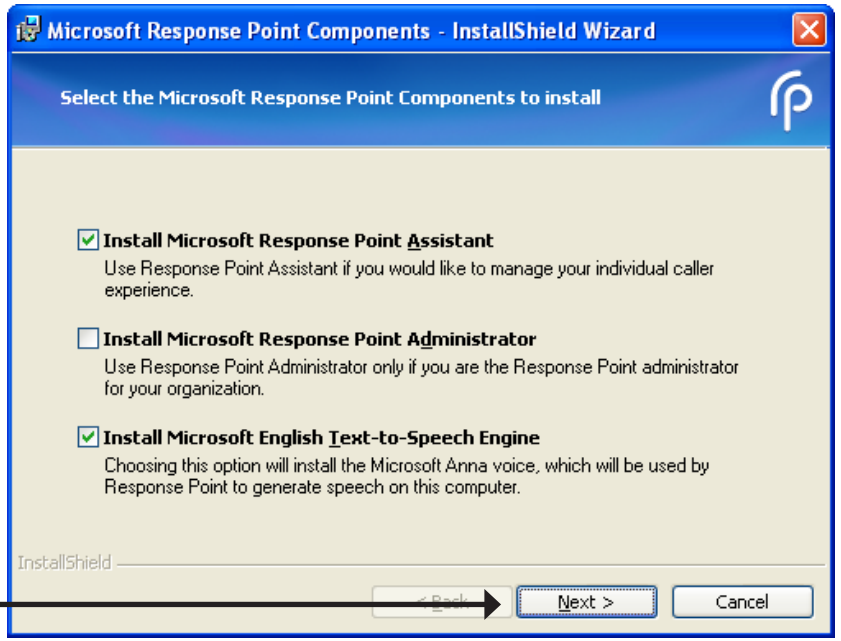
The Microsoft® Response Point™ Assistant program gives you, as a phone user, more options to configure the phone system, including specifying how calls are forwarded, how voice messages are retrieved (either from the phone or through attachments to e-mail messages, or both), how you are notified of incoming calls, and so forth. Use the following steps to install Response Point Assistant.

Insert the **VoiceCenter™** CD in the CD-ROM drive on the employee's computer using Response Point. There should be a DPH-125MS IP Phone connected to this computer. The step-by-step instructions that follow are shown in Windows® XP.

If the CD Autorun function does not automatically start on your computer, go to **Start** > **Run**. In the run box type "**D:\setup.exe**" (where **D**: represents the drive letter of your CD-ROM drive).

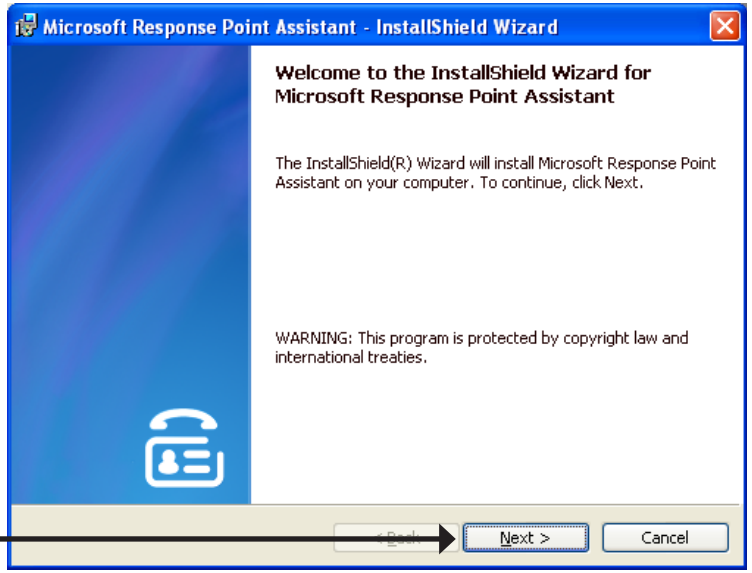
Note: *Microsoft Response Point Administrator only operates with Windows® XP SP2 or Windows Vista™.*

When the autorun screen appears, select **Install Microsoft Response Point Assistant** and click **Next** to continue.


Microsoft Response Point Components - InstallShield Wizard
Select the Microsoft Response Point Components to install
Install Microsoft Response Point Assistant
Use Response Point Assistant if you would like to manage your individual caller experience.
Install Microsoft Response Point Administrator
Use Response Point Administrator only if you are the Response Point administrator for your organization.
Install Microsoft English Text-to-Speech Engine
Choosing this option will install the Microsoft Anna voice, which will be used by Response Point to generate speech on this computer.
InstallShield
< Back
Next >
Cancel

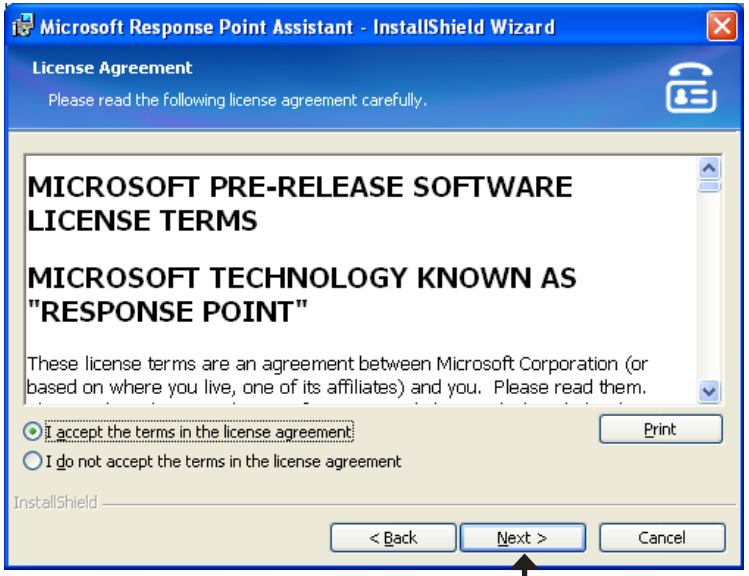
Click **Next**

Click **Next** to continue.


Microsoft Response Point Assistant - InstallShield Wizard
Welcome to the InstallShield Wizard for Microsoft Response Point Assistant
The InstallShield(R) Wizard will install Microsoft Response Point Assistant on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

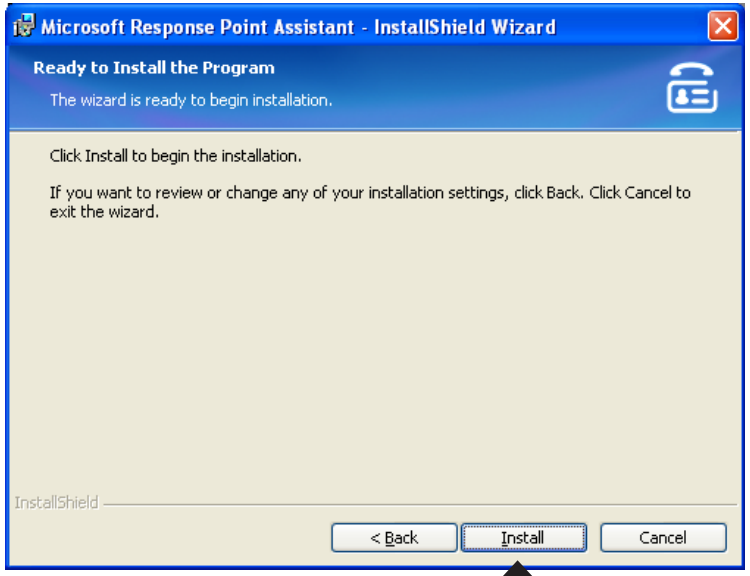
Click **Next**

Accept the License Agreement and click **Next** to continue.


Microsoft Response Point Assistant - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
MICROSOFT PRE-RELEASE SOFTWARE LICENSE TERMS
MICROSOFT TECHNOLOGY KNOWN AS "RESPONSE POINT"
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

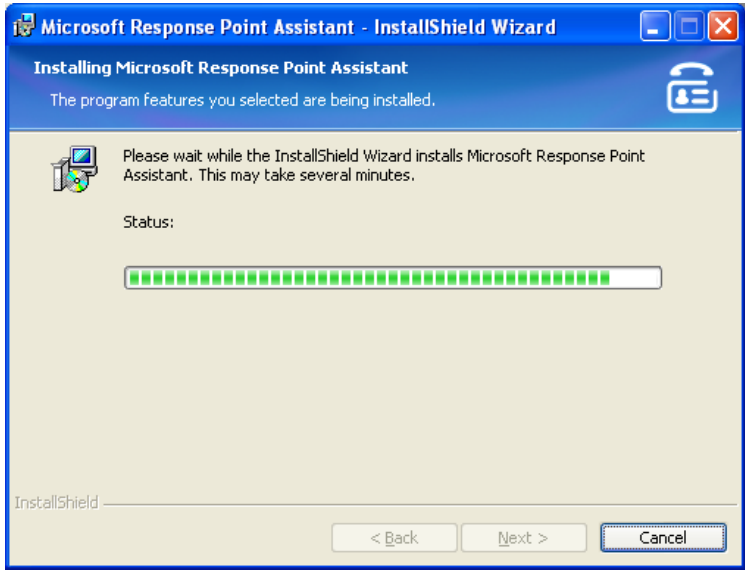
Click **Next**

Click **Install** to begin the installation.

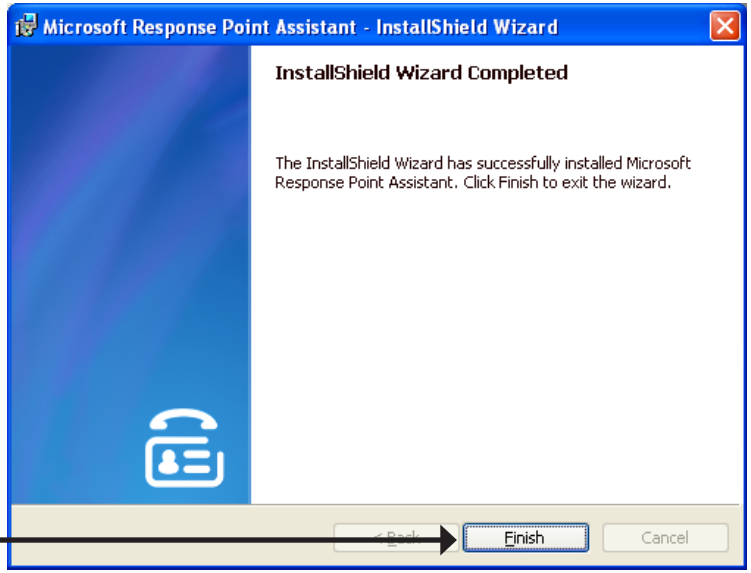

Microsoft Response Point Assistant - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Click **Install**

Please wait while the InstallShield wizard installs Microsoft® Response Point™ Assistant.


Microsoft Response Point Assistant - InstallShield Wizard
Installing Microsoft Response Point Assistant
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs Microsoft Response Point Assistant. This may take several minutes.
Status:
InstallShield
< Back
Next >
Cancel

Installation is complete, click **Finish** to exit the wizard.


Microsoft Response Point Assistant - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Microsoft Response Point Assistant. Click Finish to exit the wizard.
< Back
Finish
Cancel

Click **Finish**

Now take the VoiceCenter™ CD to various computers, where DPH-125MS IP Phones are located and install Microsoft® Response Point™ Assistant on them as well.

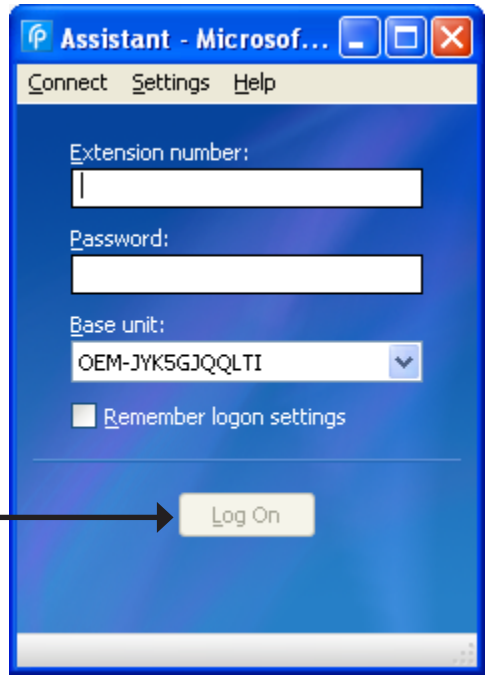
Starting Microsoft Response Point Assistant

Use the following steps to start Microsoft® Response Point™ Assistant software and log on to your DPH-125MS IP Phone.

In Windows® XP, click **Start** > **All Programs** > and then click **Microsoft Response Point Assistant** to start the program.

In the Extension box, type the extension number of the person who will use Assistant.

In the Password box, type the password of the user. The default password is **9999**.



Click **Log On**

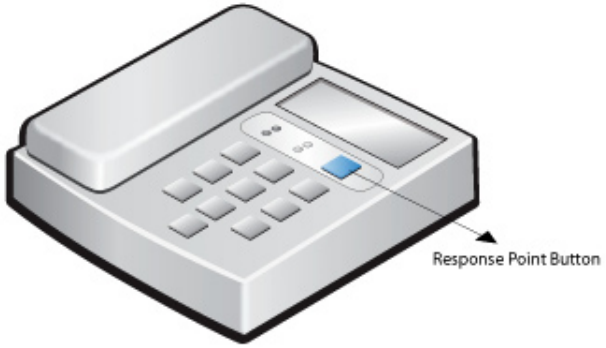
Note: *See page 108 for more information on how to use Microsoft Response Point Assistant.*

Getting Started

This section will get you started on configuring some of the Response Point basic features such as Choosing a Call Distribution Plan, Setting Up a Multiple Rings Plan, Setting Up a Live Operator, Setting Up a Automated Receptionist, Configure E-mail Delivery of Voice Messages, How to Change the DVX-2000MS Password.

What Is a Phone?

Phones that come with Response Point have a special button called the Response Point button. This button gives you access to many of the phone system features, including voice dialing, call transferring, parking and retrieving of calls, and more.



When a phone is configured, the phone system administrator assigns a user, or multiple users, to the phone. Each phone always has an owner, and might have a primary user and alternative users as well. The owner setting is used by Response Point to determine which phones belong to which users.

The primary user setting is used by the phone itself and may determine features such as the display of the voice message light. The features of the phone that are affected by the primary user setting vary from one phone to another. Some phones do not support the primary user setting at all. Refer to the phone documentation for more information.

For example, if Rebecca Laszlo is an employee in the sales department, you can assign the “Rebecca Laszlo” user as the primary user of the phone on her desk (which she also owns) and assign the “Sales” user as the alternative user of that same phone.

What Is a User?

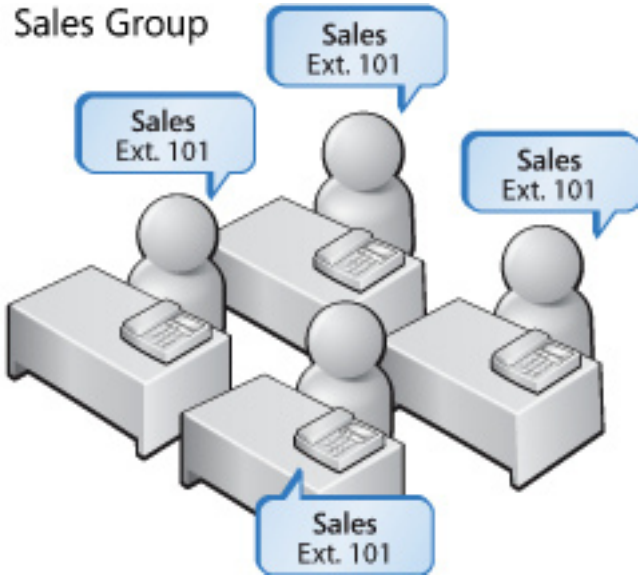
In Response Point™, a user represents someone or something that can receive a phone call. A Response Point user can be a person, group, job role, or location.

Person

A user most often represents a person, such as the user “Diane Margheim,” representing the person Diane Margheim. Person users are assigned to one extension number. When a call is directed to a person user, all of the phones to which that user is assigned will ring.

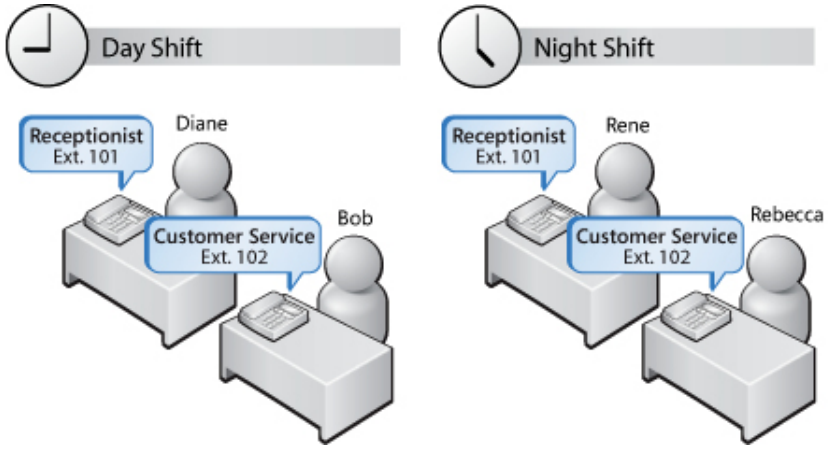
Group

A user can also represent a group of people, such as everyone in the sales department. If any salesperson can take calls from customers, calls can be sent to the “Sales” user, meaning that the phone of every salesperson will ring when a call comes into the department.



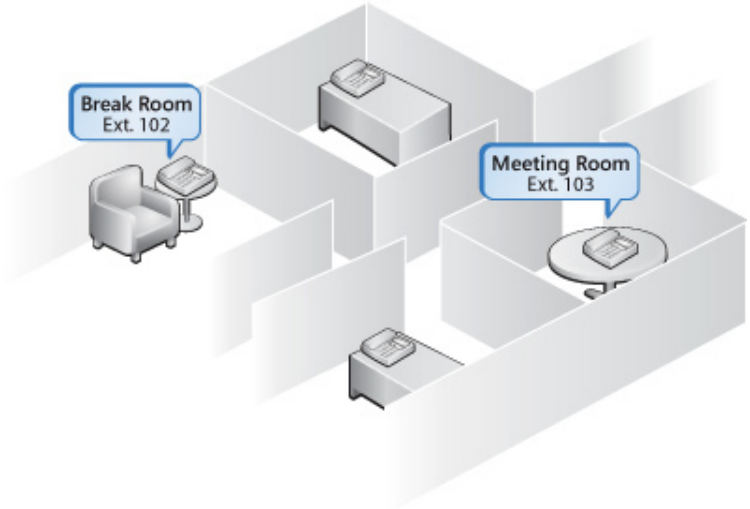
Job Role

Similar to group users, you can create job role users. For example, a “Receptionist” user is useful when several people play the role of receptionist in your business.



Location

The most abstract type of user is one that represents a location. In some cases, a caller may want to reach a location, such as a break room, regardless of who is in the location at the time. In that case, you would create a location user called “Break Room” with its own extension number, “Ext. 102,” for example.



What Is an Extension Number?

In other phone systems, an extension number is often used to identify a particular phone; however, in Response Point™, an extension number is associated with a user.

Because you can assign users to more than one phone, an extension number doesn't uniquely identify a phone. There also may be several users assigned to a phone with different extension numbers. Likewise, a user, with his or her own extension number, may be assigned to more than one phone.

For example, a phone in the warehouse may have a location user called "Floor Crew" with "Extension 200" assigned as the primary user. However, "Rebecca Laszlo" with "Extension 101" may own the phone and be assigned as an alternative user. Calls routed to either extension number, 200 or 101, would cause the phone to ring.

What Is a Phone Line?

In Response Point, a phone line refers to the physical component that transmits calls to the phone system from a traditional phone service provider. In other words, a phone line is the phone cable that you connect to the phone system and plug into a phone jack. Your office may have multiple phone lines to which Response Point can distribute incoming calls appropriately.

What Is a Phone Service?

Response Point supports traditional phone service. Phone service that is provided by phone companies, mostly through landlines, is considered traditional phone service. This type of phone service uses analog signals, which are translated by a phone line adapter into the Microsoft® Response Point™ phone system.

Office Scenarios

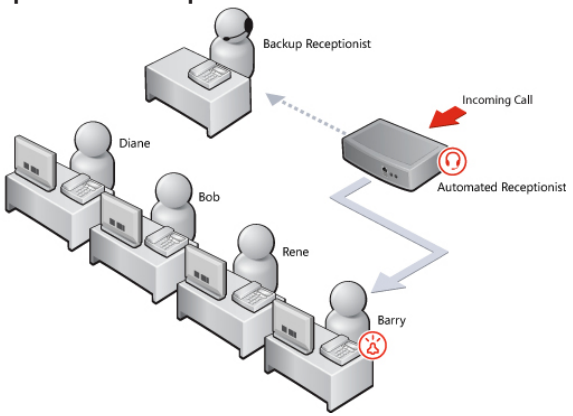
This section outlines three fictitious small businesses and how they might choose to set up their Microsoft® Response Point™ phone system. These scenarios also detail the Response Point features that could be useful. You can choose a scenario similar to your office and then consider the set of features that might meet your business needs.

The example scenarios include the following:

- Margie's Travel, which has one large office space for travel agents who are on the phone for most of their workday.
- Fourth Coffee, which has a reception area, a warehouse, a shipping area, and other work spaces.
- Southridge Video, which has several employees at a service desk and a number of phones. Any employee who is free can answer one of the ringing phones.

Margie's Travel

Margie's Travel is like many other small businesses. There is one large office where each employee has a desk, phone, and computer. The travel agents use their phones to place calls to and receive calls from customers.

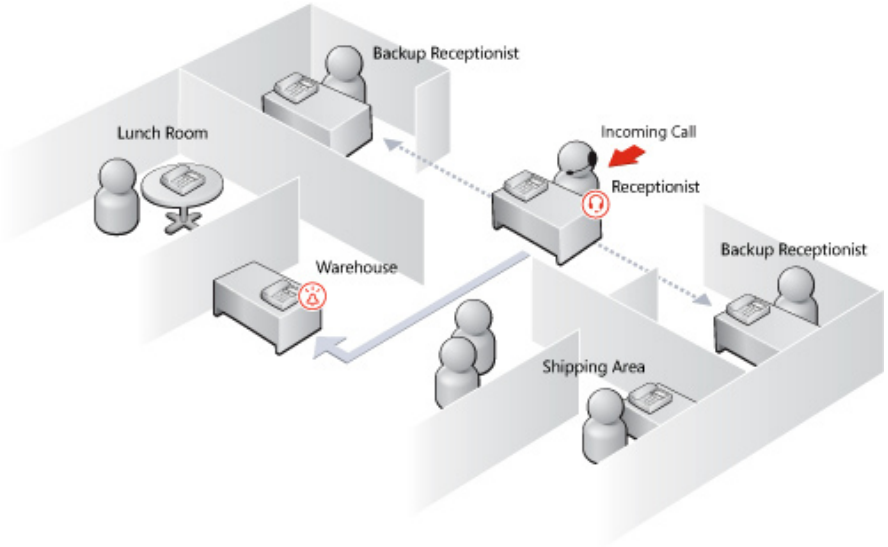


The phone system administrator for Margie's Travel might consider configuring the following features with Response Point™:

- Automated Receptionist Plan to route incoming calls to the appropriate travel agent, and backup plan with an operator taking calls when callers want to speak to a person or when the Automated Receptionist can't understand a caller's request.
- Using Assistant, add or import contacts into Response Point. This would be useful, for example, so that agents can voice dial phone numbers that they call frequently, such as repeat customers and travel vendors.
- Bypass Receptionist to allow repeat customers and vendors to reach the extension numbers of familiar agents directly.
- External Access to allow agents to use Response Point from a remote phone.
- Enable the directory so that incoming callers can hear a list of agents and their extension numbers.
- Voice messages sent as e-mail attachments so that agents can review their voicemail from an e-mail program, where the messages can be stored indefinitely.
- User types: person (for each individual agent) and group (for the entire team).

Fourth Coffee

Rather than one big office, Fourth Coffee operates in a building with a reception area in the front—which includes a desk for the receptionist, an office for the owner, and another office for the office manager. Each of these work areas has a desk, phone, and computer. In the middle of the building is a warehouse, where coffee beans are packaged. The warehouse is flanked by two rooms with phones—a lunch room for the employees, and a shipping area where the company tracks inventory and stores shipping information.

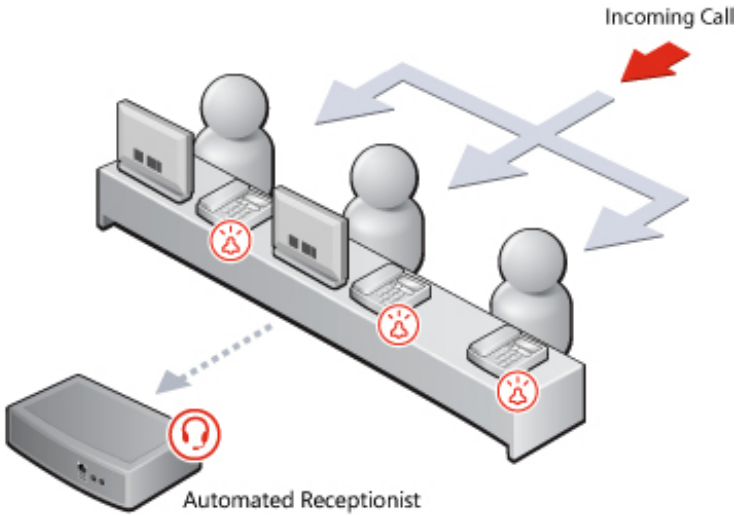


The phone system administrator for Fourth Coffee might consider configuring the following features with Response Point™:

- Receptionist Plan so that the receptionist primarily answers incoming calls, and backup plan with the owner and office manager answering calls when the receptionist is away. After hours, this business may want to switch to the Automated Receptionist Plan, where the automated voice answers and routes calls to voicemail.
- Using Assistant, add or import contacts into Response Point. This is useful, for example, so the office manager can voice dial phone numbers that he calls frequently, such as vendors and suppliers.
- User types: person (for the receptionist, owner, and office manager) and location (for the lunch room and shipping area).

Southridge Video

Like Margie's Travel, Southridge Video operates in one large office space. However, instead of individual agents who have their own desks, phones, and computers, employees share a service desk with two computers and three phones. Any employee who is not serving a customer can answer incoming calls on one of the ringing phones.



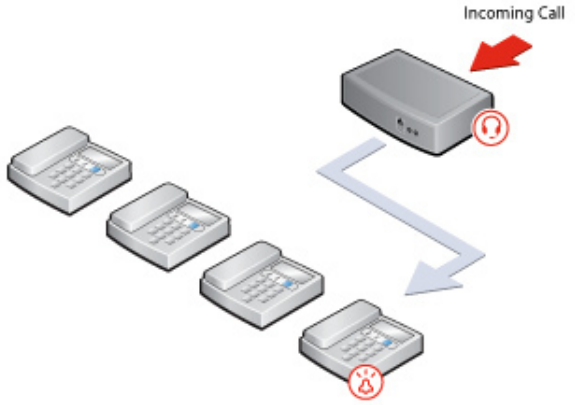
The phone system administrator for Southridge Video might consider configuring the following features with Response Point™:

- Multiple Phones Ring Plan (a type of Receptionist Plan) so that all phones ring when calls comes in, and all calls are answered by a person. After hours, this company may want to switch to the Automated Receptionist Plan to provide callers information about business hours and location.
- Using Assistant, add or import contacts into Response Point. This would be useful, for example, so that the employees can voice dial the phone numbers they call frequently, such as video suppliers.
- User types: job role (for the service desk), which you assign to each phone at the service desk.

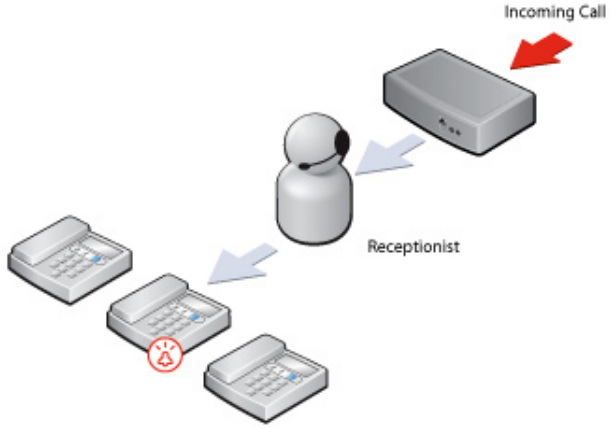
Choosing Your Call Routing Plan

Administrator gives you several options for setting up a call routing plan—in other words, how incoming calls are handled. A call routing plan determines who gets calls as they come into the Microsoft® Response Point™ phone system. Possible call routing plans include:

Automated Receptionist Plan: An automated voice answers the calls and directs them appropriately.



Receptionist Plan: An employee in your office answers incoming calls and directs them appropriately.



These basic call routing plans can be customized in various ways. For example:

- You can specify the Receptionist Plan but change it to the Automated Receptionist Plan before your office closes for the day.
- You can choose the Receptionist Plan and customize it so that if your receptionist is not available to answer, incoming calls are forwarded to another user or to the Automated Receptionist.
- You can specify that multiple phones ring when a call arrives, but exclude the guest phone in the reception area.
- You can specify that multiple phones ring when a call arrives, but set call forwarding rules on one of the extension numbers so that the call is forwarded to voicemail if no one answers it.

Introduction to Microsoft Response Point Administrator

Microsoft® Response Point™ Administrator is the central administration and monitoring program for setting up and maintaining the Microsoft Response Point phone system. This system gives your employees flexibility and choices, as well as helps to make your job easier as the phone system administrator.

Microsoft Response Point Administrator includes three main pages, and possibly a fourth page that may be supplied by the manufacturer of your phone system. (The exact name of that fourth button and page will vary with each manufacturer.) Click the following links to see information about the three Administrator pages:

- Phone System Page
- Base Unit Page
- Call Routing Page

Microsoft Response Point Administrator, you can do the maintenance yourself (which may save you time and money), such as:

- Setting up and configuring the phone system.
- In-house managing and monitoring of the phone system.
- Changing phone system settings—for example, adjusting base unit or voicemail options.

What's New in Service Pack 1

The Microsoft Response Point 1.0 Service Pack 1 (SP1) release includes a variety of new features and functionality:

- **VoIP service**, offered through Internet Telephony Service Providers (ITSPs), allows you to send and receive calls over the Internet using cost-saving VoIP technology. Implement VoIP service, analog service, or both phone service solutions. You can set up direct-dial VoIP numbers, provided by your ITSP, which give your business multiple numbers without the hassle and cost of setting up new phone lines.
- **Upgrade firmware on phones and phone line adapters** when hardware manufacturers release the latest upgrade packages. The configuration wizard automatically detects and provisions applicable devices. Perform batch upgrades or apply the upgrade package to selected devices only.
- **Call history** lets you monitor call activity so that you can analyze business trends, patterns, and expenses.
- **Click to Click** allows you make calls from the Assistant by double-clicking a name in the contact list.
- **Status indicators** show in-call and parked-call status. These new icons let you know if a user's phone is available, in a call, or has no status, and if any parked calls need to be retrieved.
- **Park music** is the default or custom audio file that callers will hear while they wait "in park," similar to being "on hold," except parked calls can be retrieved from any phone configured with Response Point.
- **Record answers** to questions that callers frequently ask the Automated Receptionist, such as "What are your business hours?"
- **1-800-CALL-411** is a free directory assistance service that provides business phone numbers and other quick information. Voice-dial this service from within the U.S. only.
- **Transfer parked calls** directly to the voicemail box of any extension number, including your own.
- **Restrict outgoing calls on phones** for emergency and internal access only.

About Voice Service

Response Point supports two kinds of voice services—analog service and VoIP service. Choose the service the best suits the needs of your business. Both voice services have VoIP technology in common. VoIP allows phone-system components to communicate using digital signals. Electronic data packets deliver these signals to the software and hardware that runs Response Point. However, the hardware, setup, and underlying functionality required by each service is different. For example, analog service needs extra hardware, such as a phone line adapter (which might be built into the base unit) or an integrated access device (IAD), whereas VoIP service only needs an Internet connection.

Note: A converter (sometimes called an "integrated access device") might have come with the VoIP service you purchased. The IAD translates between digital signals and analog signals. Although your phone company or other service provider recognizes this as "VoIP service," it appears to Response Point as "analog service" because the interface between Response Point and the IAD is an analog one.

Analog service—commonly referred to as "PSTN," "POTS," or traditional phone service—is established through a landline-based connection using standard phone jacks and cables. To use this voice service, you will need at least one phone line adapter for Response Point to work. (The adapter might be a detached or built-in device, depending on the manufacturer.) When an external call comes into the phone system, the phone line adapter converts incoming analog signals to digital ones, and then sends this data to your IP phones. When you place an outgoing call, the adapter reverses the process by converting digital signals back to analog ones, and then sends this data over your landline.

VoIP service is established by setting up an account with whichever VoIP service provider you choose. Ask your service provider any if there are any additional requirements that you might need to consider when you deploy, maintain, and monitor Response Point with VoIP service. After you configure a VoIP connection, your business can place calls through an Internet connection, which may reduce the cost of long-distance and international calls. Because this service only requires an Internet connection, no additional hardware is necessary.

Important: Security is an important factor to consider when selecting a VoIP service provider. When deciding between available service providers, you should select the company that provides the most secure service.

Adding VoIP Service

You can place long-distance calls through an Internet connection if you configure VoIP service. The Configure Voice Service Wizard guides you through the setup process.

To add VoIP Service

1. Click the **Phone System** button.
2. In the **Tasks** pane, under **Voice Services**, click **Add Voice Service**.
3. In the **Add Voice Service** dialog box, select **VoIP service that connects through your broadband connection**.
4. Follow the steps of the Configure VoIP Service Wizard, and click **Finish**.

Editing VoIP Service

Edit VoIP service options by making changes to the appropriate pages of the Configure VoIP Service Wizard. For example, you can change the direct-dial numbers for this service.

To edit VoIP service

1. Click the **Phone System** button.
2. In the **Tasks** pane, under **Voice Services**, click **Edit Voice Service**.

To edit VoIP service

1. Click the **Phone System** button.
2. In the Tasks pane, under Voice Services, click **Edit Voice Service**.
3. If you have two or more voice services configured, you will be prompted to select which one to edit. If you are prompted, click the VoIP service you want to edit, and click **OK**.
4. Complete the steps in the Configure VoIP Service Wizard, and click **Finish**.

Removing VoIP Service

Remove VoIP service from Response Point by following these instructions.

To remove VoIP service

1. Click the **Phone System** button.
2. In the **Tasks** pane, under **Voice Services**, click **Remove Voice Service**.
3. If you have two or more voice services configured, you will be prompted to select which one to remove. If you are prompted, click the VoIP service you want to remove, and click **OK**.
4. Confirm that you want to remove this service by clicking **Yes** in the message box.

Note: It's possible that active calls may remain connected after you remove VoIP service. It may take some VoIP service providers up to five minutes to disable your service.

Configuring Direct-Dial Numbers

If you want your business to have multiple access points, request extra VoIP phone numbers from your service provider. Generally, you can purchase these numbers individually or in packages. Configure direct-dial numbers by assigning them to the Response Point user who should receive the incoming calls associated with these numbers. Calls to direct-dial numbers go directly to the assigned user without going through the receptionist or Automated Receptionist.

For example, you might want to designate a phone number that you only give to people who are potential clients, which can help you target new customers. In this case, you can refer these people directly to the Sales team by giving them a direct-dial number that you have assigned to the Sales user.

Numbers that you don't specify as direct-dial numbers automatically go to your receptionist or Automated Receptionist, depending on which call routing plan is configured in your office.

To configure a direct-dial number

1. Contact your VoIP service provider, and obtain VoIP phone numbers to configure as direct-dial numbers.
2. Open the **Configure VoIP Service Wizard**, and navigate to the **Do you want to assign direct-dial numbers to users** page.
3. Click **Add**. The **Direct-Dial Number** dialog box opens.
4. In the **Phone number** box, type a VoIP number.
5. To assign this number to a user, click **Yes** - **calls to this number go directly to the assigned user, choose a user** from the list, and click **OK**.

6. If you want to edit any information in the table, select the row you want to change, and click **Edit**. Make the changes you want in the **Direct-Dial** Number dialog box, and click **OK.**
7. If you want to remove a number from the table, select the row you want to delete, and click **Remove**. Click **Yes** in the confirmation message that appears.
8. If you want to remove all numbers from the table, click **Remove All**. Click **Yes** in the confirmation message that appears.
9. Click **Finish** on the final page of the wizard to save these settings and register this configuration with your service provider.

Note: To place a call to a direct-dial number, internal users must first dial a 9 and then the number.

About Device Upgrades

Upgrade your phones and phone line adapters when the D-Link releases firmware that can add new features, repair bugs, and enhance the functionality of your Response Point hardware.

The Upgrade Device Firmware Wizard gives you step-by-step instructions for upgrading all applicable devices configured in the phone system. Or, you might decide to only upgrade individual phones and adapters. To upgrade all or one device, you'll use same wizard, which opens when you click Upgrade Device Firmware on the Phone System page.

Before starting the wizard, go to the D-Link Support site. Download a copy of the upgrade package that you want to apply. Save the package on your hard disk in a folder that's easy to locate.

Important

- A series of messages appear if the computer performing the device firmware upgrade is connected to the office LAN using the pass-through connector on a phone. To complete the upgrade, click OK in each message box.

Upgrading All Devices

Using the upgrade package provided by the D-Link, you can upgrade the firmware of phones and phone line adapters shown in the table on the What upgrade package do you want to apply page. The table contains detailed information about the upgrade package you selected. For each type of device in the phone system that can be upgraded with this package, the table shows the new version number, the release date of the package, and the number of your devices that apply to this upgrade package. Upgrading all devices is recommended.

To upgrade all devices

1. Click **Browse** to find the upgrade package (look for an “RPU” file) that you obtained from D-Link, either by downloading it from a Web site or on a CD.
2. Click **Upgrade all devices to which this package applies (recommended),** and click **Next.**
3. On the **Confirmation and warnings** page, review the devices in the **Devices to be upgraded** list, and read the cautionary information regarding the upgrade process.
4. Click **Upgrade** to start the process. Do not disturb the devices during the upgrade. Each device may take several minutes for Response Point to upgrade.
5. The **Upgrading device firmware** page shows you the status of every device—whether the upgrade started, succeeded, failed, or is still in progress. When the process finishes, if you only want to see devices that failed, select the **Show only failed upgrades in the list** check box.

Upgrading Selected Devices Only

You can choose to manually select the devices that you want to upgrade. Be sure to compare the new firmware version against the current one so that you don’t accidently apply the upgrade to the wrong device. Upgrading selected devices is an advanced task, so it’s a good idea to do this with the help of a product support specialist.

To upgrade individual devices

1. Click **Browse** to find the upgrade package (look for an “RPU” file) that you obtained from D-Link, either by downloading it from a Web site or on a CD.
2. Click Let me choose which devices to upgrade (advanced), and click **Next**.
3. On the Which of your devices do you want to upgrade page, select the check box for each device that you want to upgrade, and click **Next**.
4. On the Confirmation and warnings page, review the devices in the Devices to be upgraded list, and read the cautionary information regarding the upgrade process.
5. Click **Upgrade** to start the process. Do not disturb the devices during the upgrade. Each device may take several minutes for Response Point to upgrade.
6. The **Upgrading device firmware** page shows you the status of every device—whether the upgrade started, succeeded, failed, or is still in progress. When the process finishes, if you only want to see devices that failed, select the **Show only failed upgrades in the list** check box.

About Call History

Call history can help you evaluate important areas of your business. Using this tool, you can perform the following administrative tasks:

- **Manage employee productivity-** You can determine if the call activity of your employees is appropriate. Are they on the phone too much, not on the phone enough, placing too many personal calls?
- **Review phone expenses-** You can manage costs by verifying efficient usage patterns. Are employees choosing the better voice service for local and long distance calls, during the most sensible hours?
- **Monitor your customer service-** You can identify the customers who are high priority, neglected, or need the most assistance. Which customers place the most orders, haven't received routine calls, or call frequently with problems?
- **Look for missed calls or no messages-** You can check the log if you or an employee miss a call when you were unavailable. Did an important client call, but didn't leave a message, when you were on vacation?
- **Calculate billable hours-** You can track the length of your phone calls. Did you count all of the hours you spent on the phone with a particular client?
- **Collect marketing information-** You can analyze business trends. Which customers called about your latest promotion or because of an ad you ran?

Viewing Call History

A call-history log records useful information about your business. Use the data to analyze business patterns, trends, and expenses. After you select the categories to evaluate, Administrator displays the results in the **Call information** table. You can filter and sort using different criteria as many times as you want. For example, view the VoIP call activity of an employee for the month of May. Then, change the search parameters, and view how many minutes you spent on the phone with a particular client. The default view shows all calls for all users on the current day. For a more complex view, save the history to a CSV file, and use Microsoft Office Excel to perform further analysis.

Important: Call durations are approximate. Total minutes will include the time a caller spent waiting in park, waiting on hold, or being transferred.

To view a specific call history log

1. In the **Interval to show list**, choose a timeframe to view.
2. In the **Types of calls to show list**, choose the type of call to view.
3. In the **Show calls to and from user** list, choose a user to view.
4. Wait for Administrator to load your selections and display the results in the **Call information** table.
5. Click **Save** to create a CSV file, which displays more advanced information.
6. Review the following table for guidance on analyzing, filtering, and sorting specific call information.

To view a specific call history log

1. In the **Interval to show list**, choose a timeframe to view.
2. In the **Types of calls to show list**, choose the type of call to view.
3. In the **Show calls to and from user** list, choose a user to view.
4. Wait for Administrator to load your selections and display the results in the Call information table.
5. Click **Save** to create a CSV file, which displays more advanced information.
6. Review the following table for guidance on analyzing, filtering, and sorting specific call information.

If you want to know	Search for	Filter lists by	View results by
Are employees making appropriate calls?	Calls made by a specific person user	All available calls, Outgoing calls, <person user>	To and Minute column
Are customers reaching the appropriate departments?	Calls received by a specific group user	All available calls, Incoming calls, <group user>	From column
Which customers are being called frequently or infrequently?	Calls to a specific number	All available calls, Outgoing calls, All users	From column

Which customers are calling frequently or infrequently?	Calls from a specific number	All available calls, Incoming calls, All	To column (look for customer's phone number)
Which PSTN lines are busy when customers call? Does my business need another line?	Calls through a specific port	All available calls, Incoming and outgoing, All calls	Save to CSV file, and see Error Reason (look for No available line)
Which advertising campaigns are reaching a target market successfully or unsuccessfully?	Calls from a specific region	All available calls, Incoming calls, All users	Save to CSV file, and see Source Name/Number
How many minutes are spent on a call?	Calls of a specific duration	Today, Incoming and outgoing calls, <person user>	To/From and Minute columns
Are the longest calls placed through the most cost-effective service?	Calls of a specific duration using a VoIP service	All available calls, Calls through VoIP service, All users	To and Minute column (see VoIP icon)
Are customers hanging up before being helped?	Calls disconnected before reaching a user	All available calls, All calls, All users	Result column (see Unanswered icon)

Note: Incoming calls made using External Access phone numbers are treated as Internal. The log will show which voice service handled the calls because they were made from external phones

Configuring Park Music

Music helps add a professional touch while filling the silence for callers waiting in park. Using a custom feed, you can broadcast the music you prefer, promotional materials, or other important messages you want callers to hear. Attach a cable from an analog audio source—such as a radio, CD player, or other sound device—to the audio jack on the base unit, typically a “line-in” or “mic-in” jack. A custom feed plays on a continuous cycle, without a definite beginning or ending. When you park a call, the caller will hear the audio file from where it’s currently playing, not from where the audio file begins. Therefore, callers waiting in park hear the same thing at the same time.

Note: If your hardware doesn’t have analog jack, you will only be able to configure the default audio file.

To configure the built-in audio file

- Click Play the default music.

To configure a custom audio file

1. Use a cable to connect your radio, CD player, or other sound device to the analog jack on the base unit.
2. Click **Play input connected to the audio jack on the base unit.**
3. In the Input list, click Mono or Stereo, depending on the sound device you’re using. (Radios are usually mono; CD players are usually stereo.)
4. In the **Volume list**, adjust the setting to the appropriate level.

Note: To prevent distortion and improve the signal-to-noise ratio of the incoming audio, adjust the volume on the analog audio source to a medium setting.

Phone System Page

The Phone System page shows which phones, users, and services are configured in Microsoft® Response Point™. If you want add, edit, or remove these items, you can click the related tasks in the Tasks list. Wizards help guide you through these tasks, step by step. Alternatively, you can right-click items in the lists that are displayed on the right side of the page to perform tasks.

To see changes that you've recently made, click Refresh at the bottom of the Tasks list. For example, if you just added a phone and it doesn't immediately appear on the Phone System page, click Refresh to see it.

Options

Add Phone
Start a wizard to add a phone to Response Point.

Edit Phone
Select a phone to edit, and complete those wizard pages that are displayed for the editing task.

Remove Phone
Displays a list of phones from which you can select one to remove.

Add User
Displays the dialog box from which you can add users to Response Point.

Edit User
Displays the dialog boxes, as necessary, to edit user settings.

Remove User
Displays a list of users from which you can select one to remove.

Add Phone Service
Displays the wizard from which you can add phone service to Response Point™.

Edit Phone Service
Displays some of the wizard pages and dialog boxes as needed to edit the phone service that you've already configured.

Remove Phone Service
Remove the phone service by uninstalling the phone line adapter. If you have more than one phone line adapter on the phone system, you will be prompted to select the one that you want to remove.

Base Unit Page

The Base Unit page contains information and options related to the base unit. Some of the status options can be selected directly from the right side of the page. For example, click **View** event log to see a summary of events recorded by the base unit.

If you want to change options, you can select them in the Tasks list. At the bottom of the list, click **Refresh** to get the latest status on demand.

Options

View Event Log
Displays the event log, where errors, information, and warnings about the base unit appear.

View Storage Space Details
Displays a report on how much total storage space there is, how much space is used by stored voice messages on the base unit, and how much space is committed to contacts.

Change Password
Change the base unit password.

Change Date and Time
Displays the Change Date and Time on Base Unit dialog box. The values in the base unit date and time options initially reflect the current settings on the base unit. Because these settings are not updated in real time when the dialog box is open, they will soon not match the base unit's current date and time.

Configure E-Mail Server
Specifies account information so that voice messages can be retrieved by e-mail.

Create Backup
Specifies the path and description of the backup of the base unit. This backup will contain the latest configuration and voicemail files. However, once you start the backup, the backup may not include voice messages saved while the backup was being created.

Restore Backup
Displays a dialog box, where you select the backup copy of the base unit configuration to restore. The restored copy will not contain the configuration settings and voicemail files made since the backup was created. Restoring a backup also results in the phone system being down for a short time. So, it's best to restore a backup when your business is not likely to receive calls.

Refresh
Update any changed reporting information on this page, such as the status of the base unit, storage space used, or base unit properties. The information is automatically refreshed every minute.

Status of Base Unit
The status report of the base unit appears on the right side of the Base Unit page.

Connection
Reports the status of the base unit's connection to the LAN, as follows:

Condition	Message Displayed
Administrator is connected to the base unit.	"Good"
Administrator cannot connect to the base unit, or the base unit did not respond to the connection request in the allotted time.	Error: The base unit is unavailable or is not responding.

Storage space

Reports the amount of permanent memory available on the base unit to store voicemail files, contacts, and other settings, as follows:

Condition	Message Displayed
No storage problems.	"Good"
Available voicemail storage is less than 5 MB.	Warning: The available space for voicemail files is less than 5 MB.
Available voicemail storage is less than 1 MB.	Critical: The available space for voicemail files is less than 1 MB.

Event log

Reports a summary of the event log, as follows:

Condition	Message Displayed
Event log contains 0 unreviewed errors or warnings.	Good: The event log contains 0 unreviewed errors and 0 unreviewed warning events.
Event log contains 1 or more unreviewed warnings.	Warning: The event log contains 0 unreviewed errors and 1 unreviewed warning event.
Event log contains 1 or more warnings.	Critical: The event log contains 0 errors and 1 warning event.

Space used by voicemail
Reports the amount of space on the base unit used by voicemail files.

Space available for voicemail
Reports the amount of space on the base unit that is available for voicemail files.

Total space available
Reports the amount of free space on the base unit that is available for configuration, contacts, and voicemail files.

Network address (IP address)
Displays the IP address of the base unit.

MAC address
Displays the MAC address of the base unit.

Base unit software version
Displays the version of the base unit software.

Base unit platform version
Displays the version of the base unit platform.

E-mail server
Displays the SMTP server name.

Date and time on base unit
Displays the date and time on the base unit as of the latest refresh. Seconds are not displayed because the time displayed is not the current time, but only the time as of the last refresh. This setting is not updated in real time.

Time since last refresh
Displays the time since the base unit settings were last refreshed.

Call Routing Page

The Call Routing page contains information and options related to call routing plans, which determine how incoming calls are handled. Response Point™ supports the Automated Receptionist Plan, Receptionist Plan, and Multiple Phones Ring Plan.

To see changes that you've made to these options, click **Refresh** at the bottom of the Tasks list, as needed. To see an explanation of the selections, click the corresponding commands in the Tasks list, and click **Help** in the respective dialog boxes for more detailed information.

Note: *You can set call forwarding rules for individual users on the Call Forwarding tab in the User Properties dialog box. In addition, employees can set their own call forwarding rules using the Assistant program.*

Options

Choose How to Answer Calls

Specify the Automated Receptionist Plan or the Receptionist Plan for call handling.

Configure Automated Receptionist Properties

Specify settings for the Automated Receptionist. These include specifying that callers can ask for a directory that lists users and their extension numbers; and greetings, answers, and questions that the Automated Receptionist can say to callers, such as "Please say the name of the person or group you would like to talk to."

Configure Bypass Receptionist

Designate the external phone numbers that can bypass the Automated Receptionist or the receptionist and instead go directly to specified extension numbers.

Configure External Access

Designate the external phone numbers that can access Response Point remotely. When people make calls using these specified phone numbers, they will be able to access Response Point as if they had pressed the Response Point button on a phone in the office.

Refresh
Update the display of settings on the right side of this page. After you make changes using commands in the Tasks list, click this option to update the display.

Upgrading Software

The upgrade process involves three main components of Response Point™: the base unit, Administrator, and Assistant.

Version Control

Response Point can only be upgraded to larger (or later) version numbers; you can never "downgrade" to a previous version. It's best to keep the versions of Administrator and the base unit the same. However, they get out of sync when:

- The phone system administrator upgrades Administrator and then connects to the base unit for the first time.
- The base unit was upgraded from another computer other than the one on which this copy of Administrator is currently running.

Depending on the situation, an upgrade of Administrator will be recommended but optional, or it will be necessary to continue.

Upgrade Process

You may be prompted to upgrade the base unit when connecting to a base unit from Administrator. When it connects, Administrator compares the versions of the base unit and Administrator, and displays these in the **Upgrade Base Unit** dialog box if the base unit is an earlier version than Administrator.

When you click **Upgrade** in this dialog box, these tasks are performed:

1. A backup of the current phone system configuration and voicemail is created.

2. A copy of the backup is created.
3. The backup is upgraded to the new version.
4. New files are uploaded to the base unit.
5. The base unit software is upgraded.
6. The upgraded configuration is restored to the base unit.

These steps may take several minutes if your phone system has many users and phones. So, don't be alarmed if some time passes during an upgrade. In addition, the base unit will restart in the process.

The end result of this process is that both Administrator and the base unit are upgraded to the same version. The Assistant program must then be upgraded on each computer on which Assistant is installed.

If the version of the base unit is a later version than Administrator, you'll see a message telling you whether an upgrade is mandatory or optional.

Understanding Information Storage and Retrieval

It may be important to understand how the Response Point™ base unit stores and retrieves information. The base unit is the device that manages phone system data. For Response Point to work properly, the base unit must transfer data between your computers, phones, phone line adapters, the phone system software, and your office LAN. During this exchange process, the base unit stores and retrieves information. Review this topic to learn how the base unit specifically handles your information.

What information is stored and for how long?

Voice messages that you retrieve by phone are stored on the base unit for up to 30 days from the time a caller leaves you a voice message, not from the time you save a voice message. In addition, the base unit must keep a minimum amount of free space available to function efficiently. Voicemail files older than 15 days may be deleted if the base unit does not have enough free space. If you would like to guarantee that Response Point will not delete a voice message after 15 days, you should choose to receive voice messages as e-mail attachments. Voice messages sent as e-mail attachments are not stored on the base unit, and therefore they are not deleted by the base unit after any period of time.

- When voice messages are restored from a backup, any voice messages older than 30 days will be deleted. If the base unit does not have enough free space, voice messages older than 15 days may also be deleted.

- Base unit and extension number passwords are stored on the base unit indefinitely, or until the user who is associated with this information is removed from the phone system.

- User-entered data is stored on the base unit indefinitely, or until the user who is associated with this information is removed from the phone system. This data includes names, phone numbers, e-mail addresses, and personal contact information.

- E-mail server password is stored on the base unit indefinitely, or until the phone system administrator removes it. (This only applies if the phone system administrator configures Response Point to send voice messages as e-mail attachments.)

Where is this information stored?

All data is stored on the physical device, which is why it's important to keep the base unit in a secured location with restricted access.

What information can I prevent from being stored?

If you do not want your voice messages stored on the base unit, you can configure Response Point™ to send your voice messages as e-mail attachments. With this configuration, your voice messages are stored in your e-mail program instead of on the base unit.

How do I erase this information?

The Response Point product CD comes with the Erase Data program ("ResponsePointEraseData.exe")—a tool that the phone system administrator can use to permanently delete all data stored on the base unit. You might want to erase all personal information from the physical device if you are giving it to someone else.

Checking the Status of the Phone System

Phone system information is available on the Base Unit and Phone System pages of Administrator.

On the Base Unit page, you can view the status of the connection; the availability of storage space, particularly for voicemail storage; and the log of events that occurred on the base unit, including errors, warnings, and information.

To view the status of the phone system:

1. Click the **Base Unit** button.
2. Review information under the **Status of Base Unit**, **Storage Space Use**, and **Properties** sections.
3. Click available options in these sections, or in the **Tasks** panel, for more information about the base unit settings.

Configuring IPSEC

If your office LAN is configured to use Internet Protocol security (IPSec), we recommend that you:

1. Configure the Dynamic Host Configuration Protocol (DHCP) server for the LAN to always assign the same IP address to the base unit.
2. Configure the IPSec policy on the LAN to allow unsecure inbound and outbound communication with the IP address of the base unit.

Using Microsoft Response Point Administrator

Microsoft Response Point Administrator is the program used to configure and monitor the Microsoft® Response Point™ phone system. The tasks you may want to do include: adding phones and users to and deleting them from the phone system; backing up the base unit on a regular basis; changing the password of the base unit; and determining how incoming calls are handled.

This section gives you in-depth information about phones, users, voicemail, phone service, the base unit, and call routing plans. You'll learn step-by-step instructions for managing these components of Response Point and how to set up a phone system configuration that's best for your business.

Phones

With Response Point, you'll use a phone with the special Response Point button. When pressed, this button gives you access to features, such as parking and retrieving, when you say the voice commands, "Transfer" and "Retrieve." It also connects you to the Automated Receptionist and allows you to voice dial your contacts.

The phones listed on the Phone System page of Administrator have been added to the phone system. You can add, edit, and remove phones using commands in the Tasks panel, or by right-clicking on a phone that is displayed in the list.

Adding a Phone

When you add a phone to Response Point, you physically connect the device to the LAN and to a power source, as well as configure it using the Configure Phone Wizard. During the configuration process, you must assign one user to it. If the phone supports a primary user, the user must be the primary user.

To add a phone

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Phones**, click **Add Phone**, which displays the Configure Phone Wizard.

3. Confirm that the phone is connected and plugged in, select the check box at the bottom of the **Have you connected your phone** page, and click **Next**.

4. On the **What phone do you want to add** page, click the phone you just connected.

Note: *If you do not see the phone that you just connected, click Refresh in the Tasks panel. If you still do not see the phone, make sure that the phone is connected to the LAN, unplug the phone from the power source, and plug it back in. After plugging in the phone, you may need to wait at least sixty seconds before the phone is initialized and ready to be configured.*

5. Click **Next** to display the **Who will receive calls on this phone** page.

To configure a user on the phone that you added

1. Click **Assign User** to select an existing user, and click **OK**. Or, to add a new user, click New User at the bottom of the Administrator - Select dialog box, and type the correct information on the Identification tab.

2. Click **Next**.

3. On the **What do you want to name this phone** page, note that the name that has been automatically assigned to the phone. Also, the owner of the phone has been filled in for you. You can change them both if you want.

4. Click **Finish**.

5. When the configuration process is complete, click **Close**.

Editing a Phone

When you edit a phone in the Microsoft® Response Point™ phone system, you can change who is assigned to the phone, the phone owner, and the phone name.

To edit a phone

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Phones**, click **Edit Phone**.

3. In the **Select the phone you want to edit list**, click the phone that you want to edit, and then click **OK**. Some pages of the Configure Phone Wizard will be displayed, starting with **Confirm the identity of the phone**. If the options are unavailable, click **Next**.

4. On the **Who will receive calls on this phone** page, make any changes that you want, including changing the primary user of the phone and adding a new user.

5. On the **What do you want to name this phone** page, change the name if you want to do so.

6. Click **Finish**.

7. When the configuration process is complete, click **Close**.

Removing a Phone

You can remove a phone from the Response Point™ phone system. You may want to do this if the phone is no longer working, for example. Removing a phone does not change the settings on the phone itself; however, the base unit will no longer recognize it, and it must be reconfigured if you add it to the phone system again.

If you just want to move a phone to another location, do not remove the phone through Administrator; just unplug it instead. When the phone is unplugged, the base unit reports that it is no longer responding and flags it on the Phone System page of Administrator. However, the phone configuration is maintained by the base unit so that when it is plugged back in, the phone is registered with the base unit as before. No additional configuration is needed.

To remove a phone:

1. Click the **Phone System** button.

2. In the **Tasks** panel, click **Remove Phone**.

3. Click the phone you want to remove, and then click **OK**.

4. Confirm that you want to remove the phone you selected by clicking **Yes** in the message box.

Users

Response Point users are listed on the Phone System page, where you can use commands in the Tasks panel to add, edit, or remove them, as necessary. Users are always associated with an extension number.

Adding a User

You add users to Response Point in two ways. First, when you configure a new phone, using the Configure Phone Wizard, at least one primary user must be assigned to the new phone. You can also add users at any time on the **Phone System** page by clicking **Add User**, and then entering the appropriate information in the **User Properties** dialog box.

To add a Response Point user:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add user**. The **New User** dialog box will appear

3. On the **Identification** tab, in the **User type** box, click **Person**, **Group**, **Job Role**, or **Location**, as appropriate.

4. In the **Name** boxes, if you chose the user type **Person**, type the first and last name, and optional nicknames and titles of the person who will use this phone. You should specify nicknames and titles if you think callers will use them when asking for this user.

5. If you chose the user type **Group**, **Job Role**, or **Location**, type the applicable name in the **Name** box, and type any other names in the **Alternate name 1** and **Alternate name 2** boxes.

6. Click **OK** in the **User Properties** dialog box.

Editing a User

You edit a Response Point user in the User Properties dialog box. You can also change settings such as enabling voicemail or setting initial call forwarding rules..

To edit a Response Point user:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Edit user**.

3. In the **Select a user to edit** list, click the name of the user that you want to edit, and then click **OK**.

4. Click the **Identification** tab, if necessary, and change options that are available for editing.

5. On the **Voicemail** and **Call Forwarding** tabs, make that changes that you want.

6. Click **OK** in the **User Properties** dialog box.

Removing a User

You remove users from the phone system, after removing them from phones to which they are assigned as primary users. For example, if an employee leaves your organization, you will want to remove them from Response Point.

Note: *You cannot remove users if they are assigned to a phone. You must first edit the phone to remove the user from it, and then follow the instructions that follow.*

To remove Response Point user:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Remove User**.

3. Click the user that you want to remove, and then click **OK**.

4. Confirm that you want to remove the user by clicking **Yes** in the message box.

User Properties

Using Microsoft® Response Point™ Administrator, you can set and change the settings for Response Point users. Some of the options can also be configured and managed by employees using Microsoft Response Point Assistant. When an employee cannot edit an option, it is unavailable in Microsoft Response Point Assistant. In this case, employees may ask you, as the phone system administrator, to make changes at your discretion.

Specifying a Persons Name

Callers may use a variety of names or nicknames when asking to speak with a person in your organization. You can specify these names so that calls are sent to the individual's primary extension number.

To specify a person's name for incoming calls:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Identification** tab.

4. In the **First name** and **Last name** boxes, type the names callers will mostly likely use when calling this person.

5. Specify a title if it is possible callers will use.

Note: *If the title you prefer is not in the list, type the appropriate title in the* ***Other title*** *box.*

6. In the **Nickname** boxes, type a nickname or other names that this person goes by, if necessary.

Tip: *If the Automated Receptionist has difficulty understanding the name, type the name phonetically in one of the Nickname boxes. For example, if the name is "Rebecca Laszlo," type "Rebecca Lazlow" instead.*

7. Click **OK** in the **User Properties** dialog box.

Specifying a Job Role Name

Callers may ask to speak with someone serving in a job role using a variety of names. You can specify these alternative names so that calls arrive at the correct extension number. For example, callers may ask to speak to the “Receptionist” or the “Secretary.”

To specify job role name for incoming calls:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Identification** tab.

4. In **Name** box, type the term callers will mostly likely use when calling this user.

5. Type alternate job role names in **Alternate name 1** and **Alternate name 2**, as appropriate.

6. Click **OK** in the **User Properties** dialog box.

Specifying a Location Name

Callers may ask to speak with someone at a location using a variety of names. You can specify these alternative names so that calls are directed to the correct extension number. For example, callers may ask for “Lunch Room” or “Break Room.”

To specify a location name for incoming calls:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Identification** tab.

4. In the **Name** box, type the term callers will most likely use when calling this location.

5. Type other names for this location in **Alternate name 1** and **Alternate name 2**, as appropriate.

6. Click **OK** in the **User Properties** dialog box.

Specifying a Group Name

Callers may ask to speak with a group using a variety of names. You can specify these alternatives so that calls arrive at the group phone. For example, an accounting department may be called “Billing” by some callers.

To specify a group name for incoming calls:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Identification** tab.

4. In the **Name** box, type the term callers will mostly likely use when calling the group.

5. Type other group names in **Alternate name 1** and **Alternate name 2**, as appropriate.

6. Click **OK** in the **User Properties** dialog box.

Publishing User Information in the Directory

You can specify that names and extension numbers are available to people who call your office. You do this when setting up a new user or editing a user's settings.

To publish names and extension numbers in the directory:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Identification** tab.

4. Select the **List this user and extension number in the directory accessible to external callers** check box.

5. Click **OK** in the **User Settings** dialog box.

Note: *You can enable or disable the entire directory from the* ***Call Routing*** *page in the* ***Automated Receptionist Properties*** *dialog box.*

Enabling the Directory

You can determine if the directory is available, or not, to external callers.

Note: *When you add or edit a user of the phone system, you can also specify that the user's name and extension number are available, or not, in the directory.*

To enable the directory:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Configure Automated Receptionist Properties**.

3. In the **Automated Receptionist Properties** dialog box, select the **Callers can ask for a directory of users and their extension numbers** check box.

4. Click **OK**.

Disabling the Directory

You can determine if the directory is available, or not, to external callers.

Note: *When you add or edit a Response Point user, you can also specify that the user's name and extension number are available, or not, in the directory.*

To disable the directory:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Configure Automated Receptionist Properties**.

3. In the **Automated Receptionist Properties** dialog box, clear the **Callers can ask for a directory of users and their extension numbers** check box.

4. Click **OK**.

Voicemail

Response Point supports various configurations for voicemail: You can retrieve voice messages by phone or as e-mail attachments, or both. You can also specify or record what greetings callers will hear when they reach employees in your business. Later, individual users can make adjustments to their voicemail settings and greetings using Assistant.

Setting Voicemail Options

You can specify a number of settings to control how employees initially receive voicemail messages, including whether they'll listen to messages on their phones or receive them as attachments to e-mail (or both), as well as how callers will be greeted.

To change voicemail settings:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Voicemail** tab.

4. Select the options that you want to change.

5. Click **OK** in the **User Properties** dialog box.

Specifying How You Retrieve Voicemail

You can specify how a user initially retrieves voice messages—either by phone or as attachments to e-mail messages, or both. Later, the employee can change this setting using Assistant.

To specify how a user retrieves voice messages:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Voicemail** tab.

4. Decide whether the user will receive voice messages by phone or as e-mail attachments, or both.

5. Under **Message retrieval**, select the option that you want. If you specified sending voicemail as e-mail attachments, type the e-mail address to which you want the voicemail sent.

6. Click **OK** in the **User Properties** dialog box.

Setting a Voicemail Greeting

You can determine how callers who reach a specified user will be greeted. Later, the employee can change the voicemail greeting using Assistant.

To change voicemail settings:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Voicemail** tab.

4. Under **Voicemail greeting callers will hear for this user**, click **Specify Voicemail Greeting**.

5. Select the default greeting, record a custom greeting, or upload a sound file to use for the greeting.

6. Click **OK**.

7. Click **OK** in the **User Properties** dialog box.

Resetting the Extension Number Password

When a user is assigned to a phone and an extension number, a password is automatically assigned to that person. Employees use this password to log on to the Assistant program and to access their voicemail. The default password is **9999**. Encourage your employees to change the default password, which they can do using Assistant. As the phone system administrator, you cannot set or change a user's password, but you can reset it to its default value using Administrator.

To reset an extension number password:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Edit User**, select a user to edit, and click **OK**.

3. On the **Identification** tab, click **Reset Password**.

4. Confirm that you want to reset the password to the default by clicking **Yes**.

5. Click **OK** in the **User Properties** dialog box.

Phone Service

Response Point supports traditional phone service, which is the landline-based phone service that uses phone jacks and analog signals to make connections between two calling parties. The phone line adapter, listed on the Phone System page, translates analog signals to phones, and digital information back to analog signals when calls are sent out over landline phones. To use traditional phone service, you will need to configure at least one phone line adapter for Response Point to work.

For access to commands where you can add, edit, and remove phone services, go to the Phone System page in Administrator.

Adding Phone Service

You can use traditional phone service with Response Point for inbound and outbound calls. It uses hard-wired lines to connect your business to the worldwide phone system. Your office may have one or more landline phone lines.

To set up phone service, you need a phone line adapter, which translates the analog signal coming from the landline phone line to Response Point. Likewise, it takes the outgoing digital signals from the phone system and translates them to analog signals that can be sent over landlines. To place outbound calls, you must first dial 9 and then the phone number.

To add phone service:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Phone Service**, click **Add Phone Service**.

3. Complete the steps of the ***Configure Phone Service Wizard***, and click **Finish**.

To edit an existing line of service:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Phone Service**, click **Edit Phone Service** and select the adapter for the service that you want to edit.

3. Complete the steps of the **Configure Phone Service Wizard**, and click **Finish**.

Editing Phone Service

You edit phone service options by using the appropriate pages of the Configure Phone Service Wizard. For example, you can block outbound calls on a line.

To edit phone service:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Phone Service**, click **Edit Phone Service**.

3. Complete the steps of the **Configure Phone Service Wizard**, and click **Finish**.

Removing Phone Service

You can remove a phone service line by following these instructions.

To remove phone service:

1. On the **Phone System** page, click the phone service or line of service that you want to remove.

2. In the **Tasks** panel, under **Phone Service**, and click **Remove Phone Service**.

3. If you have more than one phone line adapter configured in the phone system, you will be prompted to select which one to remove. If you are prompted, click the adapter that has the service that you want to remove, and then click **OK**.

4. Confirm that you want to remove this service by clicking **Yes** in the message box.

Base Unit

The base unit is a dedicated device connected to your office LAN. It's an essential component because it handles the Microsoft® Response Point™ phone system. The base unit is managed using Administrator, where you can back it up, change settings, and monitor events and errors, among other tasks.

Viewing the Event Log

The event log details errors, warnings, and information about activity on the base unit. For example, you can see when an internal error occurred or when a restore or upgrade action was completed. You can also see when an employee attempted to log on with an incorrect password and other such events.

Some events are monitored in other parts of the program, as well as in the event log. For example, space allocated to voicemail is reported under Storage Space Use on the Base Unit page.

To view the event log:

1. Click the **Base Unit** button.

2. In the **Tasks** panel, under **Status**, click **View Event Log**.

3. Review the event summary and list of events.

4. Filter the events, as needed, using options in the **Show** list.

5. Click **Base Unit Performance** for more information about the base unit.

Note: *To see more details about an event, double-click the row in which it appears.*

Viewing Storage Space Detail

You can review how much total space on the base unit is being used for voicemail files and how much is still available. You can also see how much space is used for voicemail files by each Response Point user.

This information is helpful for determining when the base unit is getting near storage capacity and when you need to ask users to delete some or all of their voice messages or contacts.

If storage is becoming an issue, ask users to do one or more of the following:

- Delete their voicemail, or switch to receiving voicemail as e-mail.

- Delete contacts that they don't use often for voice dialing or phone numbers they've configured for Bypass Receptionist.

There is a minimum of 75 MB free space maintained at all times on the base unit. If the base unit detects that it does not have the minimum required free space, groups of files will be deleted until the minimum required free space is reached. These files are deleted in this order:

1. All files in the temporary folder on the base unit.

2. All personal contacts.

3. All voicemail older than 15 days.

Note: *This information also appears under Storage Space Use in the Base Unit page*.

To view storage space detail:

1. Click the **Base Unit** button.

2. In the **Tasks** panel, under **Status**, click **View Storage Space Detail**.

3. Review **Storage Space Summary** and **Voicemail Storage Used by User** to determine if you need to ask employees to delete voice messages.

4. When finished, click **Close**.

Changing the Base Unit Password

It's a good idea to change the password of the base unit regularly to help maintain system security. The base unit password is used by the person who administers the Microsoft® Response Point™ phone system using Administrator. Consider changing the default password (admin) right away.

Note: *The base unit password can be a maximum of 256 characters. Password-cracking software, given enough time, can discover any password; however, it can take months to crack a strong password. Consequently, it's a good idea to use a strong password and change it regularly.*

For a password to be strong, it should be at least seven characters long. Because of the way passwords are encrypted, the most secure passwords are 7 or 14 characters long. Your password should contain letters (A, B, C, a, b, c…) and numerals (0, 1, 2, 3, 4, 5, 6, 7, 8, 9) and symbols (` ~ ! @ # $ % ^ & * ( ) _ + -= { } | [ ] \ : " ; ' < > ? , . /).

For a password to be strong, it should:

- Have at least one symbol character in the second through sixth positions.
- Be significantly different from prior passwords.
- Not contain your name or user name.
- Not be a common word or name.

To change the base unit password:

1. Click the **Base Unit** button.

2. In the **Tasks** panel, under **Properties**, click **Change Password**.

3. In the **Current password** box, type the current password (the default is **admin**).

4. In the **New password** and **Confirm password** boxes, type the new password.

5. Click **OK**.

Configuring the E-Mail Server

Your e-mail server can be configured to work with Response Point. Configuring an e-mail server allows you to set up voicemail so that voice messages can be sent as attachments to e-mail. Before configuring the e-mail server, you'll need to establish a high-speed Internet connection with an Internet service provider.

To configure the e-mail server:

1. Click the **Base Unit** button.

2. In the **Tasks** panel, under **Properties**, click **Configure E-Mail Server**.

3. In the **Configure E-Mail Server** dialog box, select options or enter information as appropriate, and click **OK**.

To verify that the server name and connection information is correct:

1. Configure your user account in the Assistant program to send voice messages as e-mail attachments.

2. Call your extension number from another phone, and leave a voice message for yourself.

3. Open your e-mail program, and verify that you received it.

4. Double-click the WAV file to hear your test message.

Note: *If you do not receive the e-mail message with attached voicemail file, check the event log to see if there was a failure in connecting to the e-mail server or sending e-mail. Also, check the junk e-mail folder in your e-mail program to make sure the message wasn't filtered as spam. It may be necessary to add the sending e-mail address to your "safe sender" list.*

Change the Date and Time

You can change the date and time of the base unit clock, which appears on the Base Unit page. The date and time display can be used to identify backups and other activities on the base unit. The display is refreshed from the base unit clock periodically. At any given time, it may not match the base unit clock precisely.

You can also specify a new time zone for the base unit, if necessary, and specify whether you want to manually or automatically adjust the time for changes such as daylight savings.

Important: *When you confirm the changes that you want to make, the base unit will restart, which could take several minutes. Notify users that incoming calls will not get through and active calls may be disconnected when the base unit restarts.*

To change the date and time of the base unit:

1. Click the **Base Unit** button.

2. Click the date and time next to the **Date and time on the base unit** option under **Properties**.

3. In the **Set Date and Time** dialog box, select the options that you want.

Note: *The values in the base unit date and time options initially reflect the current settings from the base unit. Because these settings are not updated in real time when the dialog box is open, they will soon not match the base unit's current date and time.*

4. Click **OK**.

Backing Up the Base Unit

It's important to back up the base unit, where contact information, voice messages, and other settings are stored. If your business is fast-paced and depends heavily on phone work, it's a good idea to set up a frequent backup schedule during off hours.

Important: *If you back up during a period of heavy phone use, the backup copy will not include voice messages that are left by callers while the backup is in progress.*

Backups are also necessary when you want to upgrade the Administrator software or the base unit.

Note: *Both configuration files and voicemail files may contain confidential information, such as the names of employees, personal voice messages, and so forth. So, it's important to store this file in a secure location on the LAN or elsewhere.*

Consider putting the backup on removable media that is not usually on the computer or LAN (such as an external hard drive). Another option is to copy the backup to the computer, burn it on a CD or DVD, delete the backup from the computer. Likewise, you could consider putting the backup on an encrypted drive on the LAN. , and put the CD or DVD in a locked drawer.

To back up the base unit:

1. Click the **Base Unit** button.

2. In the **Tasks** panel, under **Backup**, click **Create Backup**.

3. Enter information in the **Create Backup** dialog box, and click **OK**.

Restoring a Backup of the Base Unit

In the unlikely event that the base unit is damaged or fails, you can restore your phone system from a backup of the base unit. Messages, contacts, and other settings that have been made since the backup will be lost when you restore from the backup. Because the base unit will be restarted as part of restoration, phone calls cannot be answered during the process.

You can also restore a backup of one base unit onto another base unit. This may be necessary if you are replacing a base unit and need to transfer a configuration from the old one to the new one. When restoring a backup onto a base unit other than the one from which the backup was made, all passwords will have to be reset. In particular, the base unit password and extension number passwords will be reset to their default values. The e-mail server password must be re-entered.

To restore a backup of the base unit:

1. Click the **Base Unit** button.

2. In the **Tasks** panel, under **Backup**, click **Restore Backup**.

3. In the **Restore Backup** dialog box, select the location of the backup that you want to restore.

4. Select a backup to restore.

Note: *Usually, you'll want to restore the latest backup copy.*

5. Specify what happens to voicemail when the backup is restored.

Call Routing Plans

Call routing is simply the way calls are handled when they reach your office. The most important aspect of call routing is to decide on a plan—Automated Receptionist Plan, Receptionist Plan, or Multiple Phones Ring Plan. If you want an employee to answer every time, choose the Receptionist Plan. You can also specify the Bypass Receptionist feature so that known callers can reach an employee directly without going through the Automated Receptionist or a receptionist.

Call forwarding is another way that you can direct incoming calls. For example, you can configure Response Point to forward all calls to voicemail or to a designated user.

Setting Up a Call Routing Plan

There are three basic plans, or methods, for how incoming calls are handled. These include:

- Automated Receptionist Plan—the Microsoft® Response Point™ phone system receives and distributes the calls to extension numbers, interacting with callers with an automated voice.

- Receptionist Plan—a live person receives all incoming calls and distributes them to users.

- Multiple Phones Ring Plan—all or most phones ring when a call comes in and people in your organization decide by social agreement who picks up the call. This is a manually configured plan in which you create a “Receptionist” user and then assign that user to all (or most) of the phones.

Setting up the Automated Receptionist Plan (the default) or Receptionist Plan is automatic when you select the plan that you want in Administrator. Setting up the Multiple Phones Ring Plan requires a few more setup steps.

Setting Up an Automated Receptionist Plan

The Automated Receptionist Plan is useful if you want the automated voice, called the Automated Receptionist, to answer calls and transfer them accordingly. Occasionally, a caller may want to speak to a person instead of the automated voice, or the Automated Receptionist may not be able to recognize what a caller is saying. It is good idea to specify a user as the operator to handle these situations.

You can also specify what greetings the automated voice will use and whether the directory is available to people calling your business.

To specify an Automated Receptionist Plan:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Choose How to Answer Calls**.

3. Click the **Automated Receptionist Plan**.

4. Click **Assign an operator**, and then select the person who will perform this role.

5. Click **OK**.

Setting Up a Receptionist Plan

The Receptionist Plan is useful for your office if you want a person to answer calls and transfer them accordingly.

To specify a Receptionist Plan:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Choose How to Answer Calls**.

3. Click the **Receptionist Plan**, and then select the person who will receive incoming calls.

4. Click **OK**.

Note: *You can customize this plan by specifying call forwarding for the user you've specified as receptionist. For instance, you can edit the user properties of the receptionist so that calls are forwarded to another employee or to the Automated Receptionist when that person can't answer the phone.*

Setting Up an Operator

Setting up an operator is a support feature of the Automated Receptionist Plan. Occasionally, a caller may want to speak to a person instead of the automated voice, or the Automated Receptionist may not be able to recognize what a caller is saying. It is good idea to specify a user as the operator to handle these situations.

To specify an Operator:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Choose How to Answer Calls**.

3. Click **Automated Receptionist Plan**.

4. Click **Assign an operator**.

5. Select the person who will perform this role.

6. Click **OK**.

Note: *You may want to set up call forwarding for the user that you specify as the operator to handle situations when this person cannot answer the phone.*

Setting Up a Multiple Phones Ring Plan

The Multiple Phones Ring Plan is a manually configured plan, based on the Receptionist Plan. It allows many or all phones to ring when there is an incoming call. Both the Multiple Phones Ring Plan and the Receptionist Plan are configured so that a person answers incoming calls. However, the Multiple Phones Ring Plan may work better in your office if the following is true:

- Your receptionist is unavailable to answer the phone a significant part of the time.
- You don't have a dedicated receptionist.
- There is a group of people who are assigned the task of answering incoming calls.
- Incoming phone calls are answered by the person who is available or gets to the phone first.

This plan usually involves some sort of social agreement among coworkers. For example, if the receptionist doesn't pick up an incoming call in three rings, someone else will answer one of the other phones that are ringing.

Do the following to set up a Multiple Phones Ring Plan in your office. First, create a job-role user, for example, called "Receptionist." This user conceptually represents all of the people who perform the role of receptionist. Then, assign the "Receptionist" user to the phone of each person who performs that role.

For example, Rene and Diane are assigned to answer phones in the office. After creating the user named "Receptionist," you assign "Receptionist" as a user on Rene's phone so that it has two users: "Rene" and "Receptionist." Similarly assign "Receptionist" as a user on Diane's phone in addition to the user "Diane." On the **Calling Routing** page, you can then specify that the "Receptionist" user receive incoming phone calls. When calls are sent to the "Receptionist" user, both Rene's and Diane's phones ring because "Receptionist" is assigned to both phones.

To setup a Multiple Phones Ring Plan using a job-role user:

1. Click the **Phone System** button, and click **Add User**.

2. In the **New User** dialog box, on the **Identification** tab, click **Job Role** in the **User type** list, type the name for the role (in this example, “Receptionist”), and set other properties, as appropriate.

3. Click **OK** in the **User Properties** dialog box.

Next, you’ll assign this user to the phones used by those people in your office who perform this role.

To assign a job-role user to a phone:

1. Click the **Phone System** button, and click **Edit Phone**.

2. Choose a phone used by someone who is assigned to answer phones, and click **OK** in the **Administrator - Select** dialog box.

3. Click **Next** to skip the **Confirm the identity of the phone** page.

4. On the **Who will receive calls on this phone** page of the **Configure Phone Wizard**, click **Assign User**, and select the job-role user (in this example, “Receptionist”) in the list.

5. Click **OK**.

6. Complete the wizard so that the phone is updated.

7. Repeat steps 1-6 for each phone that is used by someone who is assigned to answer calls.

Now you’ll assign the job-role user to receive incoming phone calls.

To assign a user to receive incoming calls:

1. Click the **Call Routing** button, and click **Choose How to Answer Calls**.

2. Click **Receptionist Plan**, and select the job-role user (in this example, “Receptionist”) in the list.

3. Click **OK** in the **Choose How to Answer Calls dialog box**.

4. Place a test call to your office.

Each of the phones that you edited should now ring when the call arrives.

Configuring Automated Receptionist Properties

The Automated Receptionist Plan is useful for your business if you want the automated voice, called the Automated Receptionist, to answer calls and transfer them to employees accordingly. Occasionally, a caller may want to speak to a person instead of the automated voice, or the Automated Receptionist may not be able to recognize what a caller is saying. It is good idea to specify a user as the operator to handle these situations.

You can also specify what greetings the Automated Receptionist will use and whether the directory is available to people calling your business.

To configure Automated Receptionist Properties:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Configure Automated Receptionist Properties**.

3. Specify the options you want, including enabling the directory and configuring prompts for the Automated Receptionist to use.

4. Click **OK**.

Setting Greetings for the Automated Receptionist to Use

The Automated Receptionist Plan is useful if you want the automated voice, called the Automated Receptionist, to answer and route calls. How the Automated Receptionist greets and prompts people is important because callers hear these greetings every time they contact your business. In addition, audio quality is key for creating a pleasant experience for callers. See Tips For Recording Greetings and Prompts for more detailed information.

To configure the welcome greeting and opening prompt:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Configure Automated Receptionist Properties**.

3. Select the **Welcome greeting** check box.

4. Click **Configure**, and decide whether you want to use the system-provided greeting, record a custom greeting, or upload a sound file with the greeting that you want.

5. When you're finished specifying the greeting, click **OK**.

6. Click **Configure** to record the **Please say the name of the person or group prompt**, which is required so that Response Point™ can detect the answers from callers. This opening prompt is played immediately after the welcome greeting.

7. When you're finished specifying the prompt, click **OK**.

8. When you're satisfied with both the welcome greeting and opening prompt, click **OK** in the **Configure Automated Receptionist Properties** dialog box.

Tips For Recording Greetings and Prompts

Your greetings and prompts create the first impression that callers have of your business, so it's important to keep in mind these basic tips when making your recordings.

Greeting Tips

- Be polite and gracious. This is the cornerstone of a good voice interface. A system of greetings and prompts that are respectful of callers and their needs may help build your business.

- Be brief and concise. Make every word count. Avoid including additional information in a greeting, such as promotions, disclaimers, lists of employees, and so forth.

Audio Recording Tips

- Recording a greeting may take some practice. You can expect to record it several times before you have the final version.

- When recording, speak the entire phrase at a consistent, moderate speed. If you speak too quickly, your callers may have difficulty understanding what you said. If you speak too slowly, regular callers may get impatient waiting for the greeting to finish before they can speak.

- Practice saying your greeting several times before you begin recording. You want your final recording to sound as professional as possible, and practice helps you to find the right speed, tone, and delivery.

- When recording, choose a tone of voice that matches the personality of your business. If your business is a neighborhood bakery, you may want a friendly, informal tone. If your business provides financial services, however, you may want a professional, formal tone.

- The final recording should not have unintentional pauses or verbal stutters (such as "uh…"). If you are not happy with the recording, do it again.

Testing Tips

- Listen to the recording before saving it.
- After saving it, call into your business so that you can experience it as callers will experience it. Try to imagine how your callers will react to it: Is it too short or too long? Is it easy to understand?
- Because your greeting is the voice of your business, you may want to ask a few callers for their opinion of the recording.

Configure Bypass Receptionist

Bypass Receptionist allows callers to reach an extension number directly, without going through the Automated Receptionist or a receptionist. The Bypass Receptionist feature first checks the phone number of an incoming call. If the phone number of the caller has been configured for bypassing the receptionist, the call is automatically sent to the appropriate extension number.

Employees can configure phone numbers to bypass the receptionist using the Assistant program. Otherwise, all other calls are handled by the specified call routing plan.

The table of phone numbers and users is sorted first by conflicts. For example, if two employees have used Bypass Receptionist for the same incoming phone number, these conflicts are grouped together at the top of the table. Non-conflicting phone numbers are sorted in numerical order. In addition, to sort the table by user, click **Go directly to this user**.

To configure Bypass Receptionist:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Configure Bypass Receptionist**.

3. Select the **Allow calls to bypass the receptionist based on the caller ID phone number** check box.

4. Note any conflicts, and notify employees that they need to resolve who gets a direct call that they both have configured to bypass the receptionist. (Likewise, you might see conflicts because an outside number has been designated for External Access.)

5. Click **OK**.

Configuring External Access

You can specify that outside phone numbers for the specified users are treated like Response Point™ extension numbers. When you call the office from the specified phone numbers, the Automated Receptionist handles the call as if you had pressed the Response Point™ button on a phone in the office. The External Access feature allows you to access Response Point from a remote phone, from which you can transfer calls, voice dial contacts, check voicemail, and so forth.

Note: *When the Automated Receptionist answers calls configured for External Access, callers must log on to Response Point by entering their passwords using the keypad.*

To configure External Access:

1. Click the **Call Routing** button.

2. In the **Tasks** panel, click **Configure External Access**.

3. Add, edit, or remove users and their respective phone numbers in this dialog box.

4. Click **OK**.

Setting Call Forwarding Options

When employees in your office can't answer calls, you can configure Response Point™ to do one of the following: 1) let calls go unanswered, 2) direct calls to voicemail where callers can leave voice messages, 3) forward calls to a specified user, or 4) forward calls to the Automated Receptionist.

To set call forwarding rules:

1. Click the **Phone System** button.

2. In the **Tasks** panel, under **Users**, click **Add User** or **Edit User**, as appropriate.

3. Click the **Call Forwarding** tab.

4. In the **Within** box, specify how many rings or how much time should pass before the call is forwarded.

5. In the **Do the following** box, click one of the methods to specify where the forwarded call should go.

6. If you specify that calls should be forwarded to another user, select the user and extension number in the **Forward to** box.

7. If appropriate, select an alternative method for call handling by using the **If the other user doesn't answer** and **Forward to** boxes.

8. Click **OK** in the **User Properties** dialog box.

Using Microsoft Response Point Assistant

This section details how to use Assistant features to set up and customize your phone system experience. If options are unavailable, they likely need to be changed by the phone system administrator in Microsoft® Response Point™ Administrator.

Introduction

Assistant is the program that employees use to manage their personal phone system settings. You can have your voice messages delivered as attachments to e-mail messages, use voice commands to voice dial contacts, specify how your calls are forwarded, and much more.

In the main window, Assistant displays a list of all Response Point users and their extension numbers. Other menu commands and items include:

- **Connect** displays menu commands to close, log off, and exit Assistant.
- **Close** closes the main window of the program. Assistant remains in the notification area of your desktop, where you can open or exit the program, as well as see incoming call notifications.
- **Log Off** disconnects Assistant from the base unit and logs you off the program.
- **Exit** logs you off of Assistant and exits the program. In other words, Assistant will not run in the notification area of your desktop, nor will you see incoming call notifications.
- The **Settings** menu displays commands that take you to the **User Properties** dialog box, where you click tabs to specify options.
- The **Identification** tab allows you to specify properties as a Response Point user.
- The **Voicemail** tab allows you to specify options for your voicemail.

- The **Call Forwarding** tab allows you to specify call forwarding rules, such as who gets calls when you're away from your desk.

- The **Notifications** tab allows you to specify how you want to be notified of incoming calls.

- The **Contacts** tab allows you to add or import contacts, which you can use for voice dialing.

- **Help** includes topics if you need assistance. The **About Response Point Assistant** dialog box displays the version of Assistant you are running and the version of the base unit to which Assistant is connected.

Upgrading Assistant

When logging on to Assistant, you may see a message that the version of the base unit is higher than the version of Assistant. This means that Assistant may need to be upgraded. Depending on the changes between versions, however, the upgrade may be optional.

If you continue to log on without upgrading, but cannot connect to the base unit, ask the phone system administrator for a newer version of the Assistant software.

Note: *When upgrading to a newer version of Assistant, your existing settings will be maintained.*

Logging On to Assistant

You log on to the Assistant program by specifying the extension number, password, and base unit to which you want to connect. Most offices have only one base unit, which will appear automatically in the Base unit list. However, if you want to choose another base unit that is connected to your office LAN, you do so when logging on to Assistant.

Note: *The first time you log on, you will be asked to accept a security certificate from the manufacturer of the base unit. It reports a MAC address and asks you to compare it to the MAC address located on the sticker affixed to the bottom of the device. If you have access to the base unit, you can do the comparison. If not, accept the certificate, or contact the phone system administrator for assistance.*

To start Assistant and log on:

1. On the **Start** menu, point to **All Programs**, and then click **Microsoft Response Point Assistant**.

2. In the **Extension number** box, type your extension number.

3. In the **Password** box, type the password for this extension number. The password you set is also used to access your voicemail. If you haven't yet changed it, the default password is 9999.

4. In the **Base unit** list, click the base unit on your office LAN.

5. Select the **Remember logon settings** check box, if you want.

6. Click **Log On**.

User Properties

Using Assistant, you can change a number of settings as a Response Point™ user—either as a person, or as an additional user in a job role, group, or location user type. Some options are unavailable because they can be changed only using Administrator.

If you want to make a change to unavailable options, contact the phone system administrator.

Specifying Your Name

Callers may request to speak with you by using a variety of names and nicknames. You can specify these names so that incoming calls are sent to your primary extension number.

To specify your name for incoming calls:

1. On the **Settings** menu, click **Identification**.

2. In the **First name** and **Last name** boxes, type the name callers will most likely use when calling you.

3 In the **Title** list, select a title if you think callers may use one when calling you.

4. In the **Other title** box, type an alternate title, if necessary. ***Note:*** *You must not use an abbreviation when specifying another title. Spell out the entire word, such as "President" instead of "Pres."*

5. In the **Nickname** boxes, type a nickname or other names that you go by, if necessary. ***Tip:*** *If the Automated Receptionist has difficulty understanding your name, type your name phonetically in one of the* ***Nickname*** *boxes. For example, if your name is "Rebecca Laszlo," type "Rebecca Lazlow" instead.*

6. Click **OK** in the **User Properties** dialog box.

Specifying a Group Name

Callers to the phone system may request to speak with your group by using a variety of names. You can specify these alternatives so that incoming calls are sent to the correct extension number. For example, callers may request to speak to “Accounting” or “Billing.”

To specify a group name for incoming calls:

1. On the **Settings** menu, click **Identification**.

2. In the **Name** box, type the term callers will mostly likely use when calling your group.

3. In the **Alternate name 1** and **Alternate name 2** boxes, type other group names, if necessary.

4. Click **OK** in the **User Properties** dialog box.

Specifying a Job Role Name

Callers to the phone system may request to speak with someone serving in a job role by using a variety of names. You can specify these alternative names so that incoming calls are sent to the correct extension number. For example, callers may request to speak to the “Receptionist” or “Secretary.”

To specify job role name for incoming calls:

1. On the **Settings** menu, click **Identification**.

2. In the **Name** box, type the term callers will most likely use when calling this user.

3. In **Alternate name 1** and **Alternate name 2** boxes, type other job role names, if necessary.

4. Click **OK** in the **User Properties** dialog box.

Specifying a Location Name

Callers to the phone system may request to speak with anyone at a phone known by its location. You can specify these alternative names so that incoming calls are sent to the correct extension number. For example, callers may request the “Lunch Room” or “Break Room.”

To specify a location name for incoming calls:

1. On the **Settings** menu, click **Identification**.

2. In the **Name** box, type the term callers will mostly likely use when calling this location.

3. In **Alternate name 1** and **Alternate name 2**, type other names for this location, if necessary.

4. Click **OK** in the **User Properties** dialog box.

Changing Your Extension Number Password

Your extension number password is used to log on to Assistant and to access your voicemail. If you haven’t yet changed it, the default password is 9999.

To change your password:

1. On the **Settings** menu, click **Identification**.

2. Under **Extension number and password**, click **Change Password**.

3. In the **Change Password** dialog box, type the old password, type a new password, and then confirm the new password.

4. Click **OK**.

5. Click **OK** in the **User Properties** dialog box.

Publishing Your Name in the Directory

You can specify that your name and extension number appear in the directory accessible to people who call your business.

Note: *Your name and extension number will be available to external callers only if the phone system administrator enables the directory.*

To publish your name and extension number in the directory:

1. On the **Settings** menu, click **Identification**.

2. Select the **List this user and extension number in the directory accessible to external callers** check box.

3. Click **OK** in the **User Properties** dialog box.

Phone Calls

Response Point™ gives you many options for placing calls and handling the calls that you receive. You have the flexibility to manually dial or voice dial your contacts. And, when calls come into the office, you can decide how to direct them—whether calls are answered, transferred, parked and retrieved, or forwarded.

Using Manual Dialing

In Response Point, you can manually press numbers on your phone keypad to place a call. Use this standard method of dialing numbers for internal and external calls. Manual dialing works well if you're working at your desk in the office and you want to quickly dial the number of a coworker or personal contact that you've memorized.

Dialing an Internal Call

You can manually dial an internal call—that is, to place a call to a Response Point user in the office by manually dialing that person's extension number.

To manually dial an internal call:

1. Pick up the receiver of the phone.

2. Enter the extension number using the keypad.

Dialing an External Call

You can manually dial an external, local call—that is, to place a call to an outside phone number.

To manually dial an external call:

1. Pick up the receiver of the phone.

2. Dial **9**, and enter the phone number using the keypad.

Using Voice Dialing

In Response Point, you can use voice commands to place a call. Use the voice-dialing feature for internal and external calls. Voice dialing can save you time because you won't have to physically press each number on the phone keypad (or memorize it) when you call a contact.

Voice Dialing an Internal Call

You can use the voice-dialing feature to place an internal call by simply speaking the name of a Response Point user after pressing the Response Point button. It is important to say the user's name exactly as it is listed in the directory.

To voice dial an internal call:

1. Press the **Response Point button**.

2. Speaking clearly, say the name of the person you want to contact.

Voice Dialing an External Call

Similar to a internal call, you can use the voice-dialing feature to place an external call. The only difference is, in addition to saying the person's name after pressing the Response Point button, you need to say the location of the number as well, such as "Bob Gage - home" or "Bob Gage - mobile." This helps Assistant determine which phone number to call if you've specified more than one phone number for a personal contact.

To voice dial an external call:

1. Press the **Response Point button**.

2. Speaking clearly, say the name of the person you want to contact, followed by either "home," "work," or "mobile."

Answering a Call

When calls come into the office and are sent to your extension number, you can see the caller information displayed in the notification area on your desktop, if you enable incoming call notifications.

To answer an incoming call:

- If you're ready to take a call, pick up the receiver of the phone.

Tip: *You can park calls using the Response Point button. Also, you can place calls on hold. Calls on hold for an extended time will be terminated automatically. If you think you will be away from the phone for a long time, park the call instead.*

Transferring a Call

If you're handling incoming calls, or if you want to hand off a call to someone else, transferring it is the way to go. You transfer calls by pressing the Response Point button on your phone and using voice dialing to say the name of your coworker.

To transfer a call using voice dialing:

1. Tell the caller that you are going to transfer the call.

2. Press the **Response Point button**.

3. Say "Transfer my call to," and then say the name to which you want to transfer the call.

To transfer a call using manual dialing:

1. Hang up the phone.

2. Press **7 * 0** followed by the extension number.

Parking and Retrieving a Call

Parking a call is like holding a call, except that it can be picked up on any phone in your office. For example, you may take a call at your desk, park it, and then retrieve it at a phone in the warehouse, the back office, or at another desk. Response Point™ supports nine parking spaces for calls.

Important If you place a call internally to another employee and that employee parks the call, and then you put the call on hold, the connection will be terminated when the employee you called retrieves the call.

To park and retrieve a call:

1. Press the **Response Point button** to park the call. The Automated Receptionist will tell you the space number in which the call is parked.

2. From a phone, press the **Response Point button** and say “Retrieve,” and then say the call number. For example, say “Retrieve call 1.”

Tip: *If you’re retrieving a call from the same phone where you parked it and only one call is parked, you can simply say “Retrieve my call.”*

Forward a Call

You can forward a call to another extension number, an external phone number, to voicemail, or to the Automated Receptionist. Likewise, you can specify an alternative if your first choice for handling calls is unavailable.

To handle your calls when you cannot answer your phone:

1. On the **Settings** menu, click **Call Forwarding**.

2. In the **Within** box, specify how many seconds and approximate rings should pass before the call is forwarded.

3. In the **Do the following box**, click one of the methods to specify where the forwarded call should go.

4. If you specify that calls should be forwarded to another user, click the user and extension number in the **Forward to** list.

5. Specify an alternative method for call forwarding using the **If the other user doesn't answer** and **Forward to** lists, if necessary.

6. Click **OK** in the **User Properties** dialog box.

Using the Public Address System

Many offices have a public address (PA), or intercom, system so that coworkers can easily communicate with one another. For example, the front office can use the PA system to communicate with employees in the warehouse, as in, “Diane, there is a customer here to see you.”

You can use the PA feature if you have permission to do so.

To make an announcement over the PA system:

1. Dial **872** (or **8PA**).

2. Make your announcement and hang up.

Call Notifications

When your phone rings, Assistant can send your computer a notification that contains information about the caller. The information displayed in the call notification window, which appears in the lower-right corner of your computer screen, comes from the caller information provided by the phone company; by a contact store such as Outlook, Windows Address Book (for Windows XP), or Windows Contacts (for Windows Vista); or by the directory.

When you log on, Assistant associates with the phone that you want to use. The extension numbers related to the phone will receive call notifications. Which user owns the phone determines which extension numbers receive call notifications.

For example, if you are the phone owner of:

- No phones, you will receive call notifications for your extension number only.
- One phone, you will receive call notifications for all extension numbers related to that phone.
- Multiple phones, you will receive call notifications for all extension numbers related to the phone that Assistant associates with, which you specify during logon.

Note: *Because Assistant can associate with a phone that has multiple extension numbers, it is possible to see more than one notification window at a time, if multiple calls come in for these extension numbers simultaneously. Assistant displays a maximum of four notification windows. No notification window will appear if a fifth call comes in.*

Enabling Call Notifications

You can display incoming call notifications in the lower-right corner of your computer screen by setting options on the Notifications tab. You'll see call notifications for up to four extension numbers associated with the phone. These notifications include caller ID information provided by the phone company and information in the associated contact store, such as Outlook, Windows Address Book (for Windows XP), or Windows Contacts (for Windows Vista), if any.

To set your call notifications:

1. On the **Settings** menu, click **Notifications**.

2. If you would like incoming call notifications to appear, select the **Enable incoming call notifications** check box.

3. If you want to hear a sound when a call comes in, select the **Play a sound when a notification is displayed** check box.

4. Under **Caller identification**, specify the e-mail program that contains your contacts (such as Outlook).

5. Click **OK** in the **User Properties** dialog box.

Contacts

Using Assistant, you can transfer the contact information that's stored in your e-mail program to Response Point—either manually, one at a time, or by importing a group of contacts all at once. When you no longer need a contact or when the phone system is running low on storage space, you can delete contacts just as easily as you added them.

Importing Contacts

You can import a maximum of 1100 contacts from a contact store, such as Outlook, Windows Address Book (for Windows XP), or Windows Contacts (for Windows Vista). It's a best practice to import only those contacts that you use regularly. Importing unnecessary contacts consumes memory—which may affect how well the Automated Receptionist interprets the speech of callers. Response Point will prevent you from importing contacts if the storage space on the base unit has reached full capacity. In this case, contact your phone system administrator for assistance.

To import contacts from a contact store:

1. On the **Settings** menu, click **Contacts**.

2. Click **Import**, and follow the steps listed in the **Import Contacts** dialog box.

3. Click **OK**.

4. Click **OK** in the **User Properties** dialog box.

Adding and Editing Contacts

You can manually add up to 1100 contacts on the Contacts tab. In addition, if you want to edit the name, phone numbers, or how Response Point should call this contact, you can adjust that information on this tab as well.

To add contacts:

1. On the **Settings** menu, click **Contacts**.

2. Click **Add New**, and enter the contact information that you want to add.

3. After entering the information, click **OK**.

4. Click **OK** in the **User Properties** dialog box.

To edit contacts:

1. On the **Settings** menu, click **Contacts**.

2. In the **Name for Voice Dialing** column, select a contact to edit, and then click **Edit**.

3. After editing the contact, click **OK**.

4. Click **OK** in the **User Properties** dialog box.

Note: *There is no relationship between the contact information that you enter on the Contacts tab and the caller ID information that incoming call notifications display. The phone company provides caller ID information.*

Deleting Contacts

You may be asked to delete some contacts if the limit for the phone system has been reached. Likewise, if you want to add contacts but your personal limit of 1100 has been reached, you must delete contacts that you use infrequently before adding the new ones.

To delete contacts:

1. On the **Settings** menu, click **Contacts**.

2. In the list of contacts, select the names that you want to delete, and click **Remove**. To delete all contacts, click **Remove All**.

3. Click **OK**.

4. Click **OK** in the **User Properties** dialog box.

Voicemail

Voicemail messages can be left on your phone or delivered as attachments to e-mail messages (or by both methods), which you can listen to later. You can listen to voice messages over the phone in your office or from a phone in a remote location.

Setting Voicemail Options

You can specify a number of settings to control how you will receive voice messages, including whether you'll listen to messages on your phone or receive them as attachments to e-mail (or both), as well as how callers will be greeted.

To change voicemail settings:

1. On the **Settings** menu, click **Voicemail**.

2. Specify the options that you want to change.

3. Click **OK** in the **User Properties** dialog box.

Specifying How You Retrieve Voicemail

You can specify how you want to retrieve your voice messages—either by phone, as attachments to e-mail messages, or both.

To specify how you retrieve voicemail:

1. On the **Settings** menu, click **Voicemail**.

2. Decide whether to receive your voice messages by phone or as an e-mail attachment, or both.

3. Under **Message retrieval**, select the option you want. If you selected the **Receive messages as attachments to e-mail** check box, type the e-mail address to which you want the voicemail sent.

4. Click **OK** in the **User Properties** dialog box.

Setting Your Voicemail Greeting

Your voicemail greeting can help give callers a favorable impression of you and your business. Review tips on recording your greeting before proceeding to change voicemail settings.

To change voicemail settings:

1. On the **Settings** menu, click **Voicemail**.

2. Under **Voicemail greeting callers will hear for this user**, click **Specify Voicemail Greeting**, and then select the default greeting, record a custom greeting, or upload a sound file to use as the greeting.

3. Click **OK**.

4. Click **OK** in the **User Properties** dialog box.

Tips For Recording Your Greeting

Your greeting is the first impression that callers have of you, so it's important to keep in mind these basic tips when creating your recording.

Greeting Tips

- Be polite and gracious. This is the cornerstone of a good voice interface. A system of greetings and prompts that are respectful of callers and their needs may help build your business.

- Be brief and concise. Make every word count.

Audio Recording Tips

- Recording a greeting may take some practice. You can expect to record it several times before you have the final version.

- When recording, speak the entire phrase at a consistent, moderate speed. If you speak too quickly, your callers may have difficulty understanding what you said. If you speak too slowly, regular callers may get impatient waiting for the greeting to finish before they can speak.

- Practice saying your greeting several times before you begin recording. You want your final recording to sound as professional as possible, and practice helps you to find the right speed, tone, and delivery.

- When recording, choose a tone of voice that matches the personality of your business. If your business is a neighborhood bakery, you may want a friendly, informal tone. If your business provides financial services, however, you may want a professional, formal tone.

- The final recording should not have unintentional pauses or verbal stutters (such as "uh…"). If you are not happy with the recording, do it again.

Testing Tips

- Listen to the recording before saving it.

- After saving it, call into your business so that you can experience it as callers will experience it. Try to imagine how your callers will react to it: Is it too short or too long? Is it easy to understand?

- Because your greeting represents your professional image, you may want to ask a few callers for their opinion of the recording.

Reviewing Your Voice Messages

In the Office

You can retrieve your voice messages by phone when you're in the office.

To access your voicemail when you're in the office:

1. Press the **Response Point™ button**, and say "**Voicemail**."

2. Response Point assumes that you want to check voicemail for the primary extension number of the phone that you're using. If you want to check voicemail for another extension number, press the star key (*****), and then enter the extension number using the keypad.

3. When prompted, enter the password for this voicemail box using the keypad.

Note: *This password is the same for logging on to Assistant. If you haven't changed it, the default password is 9999*.

4. Listen to the instructions, and select the number of the option that you want.

Important: *Voice messages that you retrieve by phone are stored on the base unit for up to 30 days from the time a caller leaves you a voice message—not from the time you save a voice message. In addition, the base unit must keep a minimum amount of free space available to function efficiently. Voicemail files older than 15 days may be deleted if the base unit does not have enough free space. If you would like to guarantee that Response Point will not delete a voice message after 15 days, you should choose to receive voice messages as e-mail attachments. Voice messages sent as e-mail attachments are not stored on the base unit, and therefore they are not deleted by the base unit after any period of time.*

Out the Office

You can retrieve your voice messages by phone when you're out of the office.

To access your voicemail when you're out of the office:

1. From an outside phone, dial your office phone number.

2. When connected, if the Automated Receptionist answers, say "Voicemail" or dial **886**; if the receptionist answers, asked to be transferred to voicemail.

3. When prompted, enter the extension number for which you want to check voicemail using the keypad.

4. When prompted, enter the password for this voicemail box using the keypad.

Note: *This password is the same for logging on to Assistant. If you haven't changed it, the default password is 9999.*

5. Listen to the instructions, and select the number of the option that you want.

Important: *Voice messages that you retrieve by phone are stored on the base unit for up to 30 days from the time a caller leaves you a voice message—not from the time you save a voice message. In addition, the base unit must keep a minimum amount of free space available to function efficiently. Voicemail files older than 15 days may be deleted if the base unit does not have enough free space. If you would like to guarantee that Response Point™ will not delete a voice message after 15 days, you should choose to receive voice messages as e-mail attachments. Voice messages sent as e-mail attachments are not stored on the base unit, and therefore they are not deleted by the base unit after any period of time.*

From an E-Mail Program

You can review voice messages as attachments to e-mail messages.

To review your voice messages from an e-mail program:

1. Open your e-mail program.

2. Open the e-mail message with a voicemail attachment.

3. Double-click the WAV file that contains the voice message to listen to it.

Note: *If the message does not play, you may have to install a media player, such as Windows Media Player.*

Troubleshooting

This chapter provides solutions to problems that can occur during the installation and operation of VoiceCenter™. Read the following descriptions if you are having problems.

Administrator

Why doesn't Microsoft® Response Point™ Administrator run on my computer?
You may need to upgrade your system software or you may also need to run an upgraded version of Microsoft Response Point Administrator. For more information, see Upgrading Software on page 59.

Why can't I log on to my organization's base unit?
If you have successfully downloaded a security certificate and confirmed it, but are still experiencing problems logging on to the base unit, there may be a number of reasons, including hardware or software problems. You can try the following:

- Log on again to see if the error has cleared.
- Restart the computer on which Administrator is running, and log on again.
- Install Administrator on another computer and try logging on again.
- Call the customer support service for the base unit.

Why did I lose connection to the base unit?
If Administrator was connected to the base unit, and then the connection was lost, the problem may be one of the following:

- The computer running the Administrator or the base unit are no longer connected to the network, and requires you to reconnect them.
- The network is down, or communication is somehow being blocked. Try restarting the network.
- The base unit is not responding, and it probably needs to be restarted.

Why isn't the base unit responding?
This condition may occur when there is a connectivity issue between the computer on which Administrator is running and the base unit. Check these possible issues and resolutions in the following order:

- Make sure that the computer on which Administrator is running is physically connected to the LAN.
- Check that the software on the computer running Administrator can access the network. For example, connect to the Internet or access some other network resource, such as file share or printer.
- If you can't get to network resources, check that the network is operating for other computers.
- If the network is working, restart the computer running Administrator, and try connecting to the network again.
- If that works but you still can't connect to the base unit, make sure that the base unit is connected, plugged in, and then restart it. Remember that while you're restarting the base unit, the phone system can't receive or place calls and existing calls may be dropped.

Why can't I see the phone that I just configured on the Phone System page?
If the phone is securely plugged in to both an electrical outlet and the LAN, you can try reinitializing the phone so that you can see it on the **Phone System** page. To do this, go through the Configure Phone Wizard, changing nothing, and click **Finish** at the end.

I can see the phone line adapter and my phone on the Phone System page, but I still can't receive or place any calls. What's wrong?

This condition may occur for the following reasons:

- If you've plugged the phone line adapter into a power source and to the network, configured it through Administrator, but forgot to plug the phone line into the phone line adapter. Some phone line adapters will automatically detect this condition, but not all of them. Try plugging the phone line into the port of the phone line adapter and placing a call.
- The phone lines may be plugged into the wrong ports. For example, if you configured ports 1 and 2 but plugged the phone cables into ports 3 and 4.

- Response Point™ may be experiencing connectivity problems. To test receiving calls, set up the Automated Receptionist Plan, and then call the number. If the Automated Receptionist answers, the phone line and the adapter are configured and connected properly. If the problem persists, check the phone itself. See if any red messages appear in the **Phone** list on the Phone System page, try restarting the phone, and make sure that the primary user's (if applicable to the device) extension number shows up on the display panel (if applicable to the device).
- The phone lines supplied by the phone company may not be active yet. Contact your phone service provider's customer support service for more information.

Why can't our employees add contacts using Assistant?
This condition may occur when the base unit storage space is at full capacity for Response Point files. Go to the Base Unit page, and confirm that more than 75 MB of storage space is still available.

To ensure that the minimum storage space is always available for Response Point files, the base unit will delete Response Point files if they exceed the minimum of required free space. If so, these files will be deleted in the following order:

1. All files in the temporary folder on the base unit.
2. All personal contacts.
3. All voicemail older than 15 days.

Why can't I record my voice prompts using the text-to-speech (TTS) program that I've chosen in Windows?
Response Point automatically uses Microsoft Anna to record your sound files. If this text-to-speech program is not available, Response Point chooses another Microsoft TTS program that comes with your operating system, regardless of which TTS program you've manually specified in Windows.

What should I do if I'm having trouble voice dialing a personal contact?
If you've repeatedly tried to voice dial a particular personal contact, and each time the Automated Receptionist says "invalid location," use Assistant to remove the contact from the phone system, re-add the contact, and then try placing your call again.

What should I do if I see this message in the event log?
"The Microsoft Response Point™ Dialog Manager encountered an error while loading device registration information. Some devices may not work correctly until they re-register. Most devices will re-register periodically without any action from the administrator."

If this message does not eventually disappear from the event log, the phone may not have been properly connected to the base unit. Using Administrator, remove the phone from the phone system, re-add the phone, and then check the event log again to see if the message is gone.

Why can't I record sound files with my phone using Administrator?
If you are unable to record sound files with your phone using Administrator, your firewall might be configured to block communication with this program. Make sure that you have set up an exception that allows the Administrator program to communicate through your firewall.

Why do the Assistant and Administrator programs display a different number of contacts for the same user?
Response Point may list a different number of contacts for the same user on the **Contacts** tab (in Assistant) and in the **Storage Space Details** dialog box (in Administrator), if the Assistant program encountered an error when the user originally uploaded the contacts. As a result, the defective links to these contacts may consume a large amount of storage space on the base unit. You will not be able to edit or remove the contacts using Assistant. To reclaim the lost storage space, remove and then re-add the user to the phone system using Administrator. When you do this, all contacts, voice messages, and settings associated with this user will be lost.

Assistant

Why won't Assistant run on my computer?
You may need to upgrade your system software or you may also need to run an upgraded version of Microsoft® Response Point™ Assistant. For more information, see Upgrading Software on page 109.

Why can't I log on to the base unit?
If you have successfully downloaded a security certificate and confirmed it, but are still experiencing problems logging on to the base unit, there may be a number of reasons, including hardware or software problems. You can try the following:

1. Log on again to see if the error has cleared.
2. Make sure that you computer is connected to your office LAN. To test whether the LAN is operating, try accessing other network resources, such as a shared printer.
3. Restart the computer on which Assistant is running, and log on again.
4. Log on to Assistant from another computer.
5. Report the problem to your phone system administrator. Ask if IPSec is enabled on your office LAN and if it allows unsecure inbound/outbound communication between your computer and the base unit.

Assistant Can't Communicate/Firewall Effects on Assistant
If you choose to use a third-party firewall instead of the default Windows Firewall, Assistant will not be able communicate with the base unit. A firewall blocks requests or communication attempts from any unspecified programs. To avoid this problem, create a firewall exception in your firewall program for Assistant. A firewall exception allows selected programs to connect with your computer.

Why are some of the options in Assistant unavailable?
Unavailable options are set using Administrator. To make changes to these options, contact the phone system administrator.

Why did I lose my call when I put it on hold?
You can put your calls on hold, if your phone supports that feature, or park it, using the **Response Point™ button**. Calls put on hold for an extended time will be automatically terminated. If you think you will be away from the phone for a long time, park the call instead. (Response Point supports nine parking spaces for calls.)

Why aren't my voice messages showing up in my e-mail inbox as voicemail attachments?
If you are not receiving any e-mail messages or the e-mail messages do not have a voicemail attachment, the problem may be caused by one of the following:

- Your voicemail settings are not configured properly or your e-mail address was entered incorrectly. Verify that the Receive messages as attachments to e-mail checkbox is selected and your e-mail address is correct on the Voicemail tab.
- Your e-mail server or e-mail reader application's spam or virus checker filtered the message. Look for the message in the Junk E-Mail or Deleted Items folder. Add the sending e-mail address to the list of approved senders so that messages from the base unit do not get filtered as junk e-mail in the future.
- If you received the e-mail message but there is no WAV file attachment, your e-mail server or e-mail program may have removed the attachment as part of virus filtering. (You can probably adjust the filters so that it will allow WAV file attachments, or add the sending e-mail address to the list of approved senders to prevent the e-mail application from removing attachments.)
- There may be a problem with the e-mail server configuration in the phone system. If you have verified that your configuration is correct and the messages are not being filtered as spam, report the problem to your phone system administrator.

Why don't I see notifications for all my incoming calls?
Because Assistant can associate with a phone that has multiple extension numbers, it is possible to see more than one notification window at a time, if multiple calls come in for these extension numbers simultaneously. Assistant displays a maximum of four notification windows. No notification window will appear if a fifth call comes in.

Why doesn't the Response Point™ confirmation prompt fill in the name of the person I asked to voice dial?
If you use voice dialing to say (for example), "Call Denise Smith at work," the confirmation prompt should say, "Dialing Denise Smith at work." However, if the text-to-speech feature in Windows XP is not working, you may hear "Dialing (silence) at work" instead. Refer to the Windows documentation for more information about the speech recognition and text-to-speech feature.

Where did my contacts go?
If storage space on the base unit is nearing capacity, Response Point deletes files, including contact files. See your phone system administrator for assistance.

I set up a contact to bypass the receptionist but it's not working. What's wrong?
The Bypass Receptionist feature relies on caller ID from incoming calls in order to function correctly. The following conditions may cause the Bypass Receptionist feature to not work:

- Your business does not receive caller ID information from the phone company.
- The person calling you has his or her caller ID blocked.
- The phone number entered for the contact does not match the phone number received from the phone company when the contact calls you. For example, the phone number for the contact may not have the area code.
- The phone system administrator may have disabled the Bypass Receptionist feature for the phone system.

Why can't I record my voice prompts using the text-to-speech (TTS) program that I've chosen in Windows?
Response Point automatically uses Microsoft Anna to record your sound files. If this text-to-speech program is not available, Response Point chooses another Microsoft TTS program that comes with your operating system, regardless of which TTS program you've manually specified in Windows.

What should I do if I'm having trouble voice dialing a personal contact?
If you've repeatedly tried to voice dial a particular personal contact, and each time the Automated Receptionist says "invalid location," use Assistant to remove the contact from the phone system, re-add the contact, and then try placing your call again.

Why don't the changes that I just made to my contact using Assistant appear in the incoming call notification window?

This condition may occur if the information exchanged between Assistant and your contact store (that is, Outlook, Windows Address Book, or Windows Contacts) are temporarily out of sync. To resolve this issue, simply exit Assistant and restart the program.

Networking Basics

Check your IP address

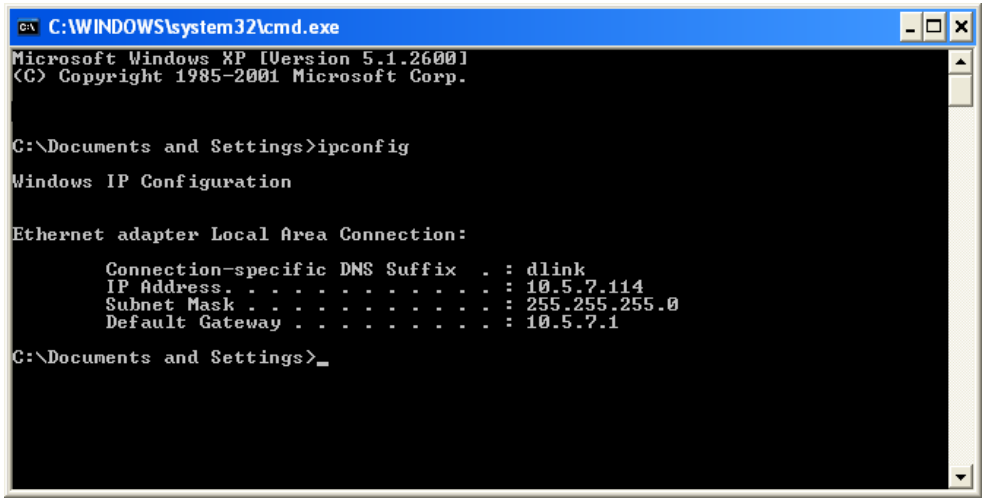
After you install your new D-Link adapter, by default, the TCP/IP settings should be set to obtain an IP address from a DHCP server (i.e. wireless router) automatically. To verify your IP address, please follow the steps below.

Click on **Start** > **Run**. In the run box type ***cmd*** and click **OK**.

At the prompt, type ***ipconfig*** and press **Enter**.

This will display the IP address, subnet mask, and the default gateway of your adapter.

If the address is 0.0.0.0, check your adapter installation, security settings, and the settings on your access point. Some firewall software programs may block a DHCP request on newly installed adapters.


C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings>ipconfig
Windows IP Configuration
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : dlink
IP Address. . . . . : 10.5.7.114
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 10.5.7.1
C:\Documents and Settings>

Statically Assign an IP address

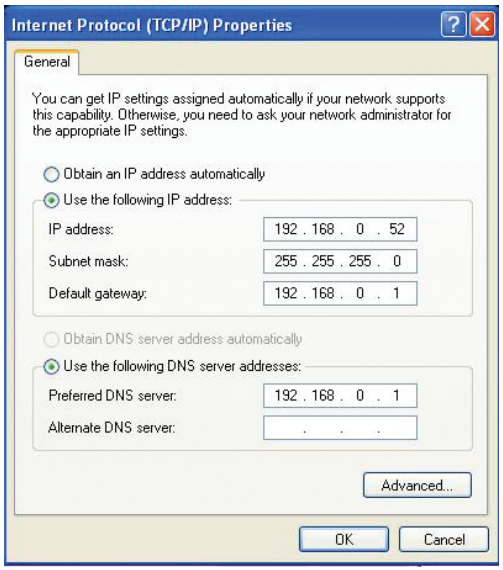
If you are not using a DHCP capable gateway/access point, or you need to assign a static IP address, please follow the steps below:

Step 1
Windows® XP - Click on **Start** > **Control Panel** > **Network Connections**.
Windows® 2000 - From the desktop, right-click **My Network Places** > **Properties**.

Step 2
Right-click on the **Local Area Connection** which represents your D-Link network adapter and select **Properties**.

Step 3
Highlight **Internet Protocol (TCP/IP)** and click **Properties**.

Step 4
Click **Use the following IP address** and enter an IP address that is on the same subnet as your network or the LAN IP address on your access point.


Internet Protocol (TCP/IP) Properties
General
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address: 192 . 168 . 0 . 52
Subnet mask: 255 . 255 . 255 . 0
Default gateway: 192 . 168 . 0 . 1
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server: 192 . 168 . 0 . 1
Alternate DNS server:
Advanced...
OK
Cancel

Example: If the router´s LAN IP address is 192.168.0.1, make your IP address 192.168.0.X where X is a number between 2 and 99. Make sure that the number you choose is not in use on the network. Set Default Gateway the same as the LAN IP address of your access point (192.168.0.1).

Set Primary DNS the same as the LAN IP address of your access point (192.168.0.1). The Secondary DNS is not needed or you may enter a DNS server from your ISP.

Step 5
Click **OK** twice to save your settings.

Technical Specifications

Phone System

- Phone Network Integration
  -PSTN Support via FX) ATA
- Automated Attendant (DTMF & Speech-based)
  -User Directory
  -Frequently Asked Questions
  -Nicknames
  -Easy Access to Live Operator
  -Customizable Prompts
- Incoming Call Direct Access (Similar to Did)
- Call Forwarding to Internal Lines
- Personal External Line Impersonation
- Call Forwarding to External Phone Numbers Treated as Internal Phones
- PA System Integration

Voicemail

- Built-in Voicemail System
- Voicemail-to-E-mail Forwarding
- Voicemail Retrieval over the Phone

PC Integration

- Contacts
  -Microsoft Outlook Integration
  -Windows Contact / Windows Address Book Integration
- Employee Directory
- Configuration
  -Easy Customization by the End-user
  -Call Forwarding Rules Management

Administration

- Seamless Self-setup & Administration
  -Novice Self-install of Phone System in Less than 30 Minutes
  -Auto-discovery of Phones and PSTN Gateways
  -Wizards for Phone and Service Configuration
  -Reserve Lines for Inbound Calls
- Ongoing Operations
  -System Status Monitoring
  -Voice Mail Usage Summary
  -System Settings Backup & Restore

Phone

- Phone Auto Discovery
- One-touch Voice Commands
  -Voice Dial Other Employees
  -Voice Dial Personal Contacts
  -Park
  -Retrieve
  -Transfer

Environmental

- Operating Temperature: 0°F to 122°F
- Storage Temperature: 0°F to 158°F
- Humidity: 0°F to 95°F (Non-condensing)

Certifications

- FCC

Physical

- Item Dimensions (WxHxD): 3.54” x 9.06” x 8.07”
- Weight: 2.97 lbs

Packaging

- DVG-2000MS-5 Dimensions (WxHxD): 9.5” x 14.0” x 27.0”
- DVG-2000MS-5 Weight: 40.0 lbs
- DVG-2000MS-10 Dimensions: (WxHxD): 12.5” x 18.0” 24.0”
- DVG-2000MS-10 Weight: 65.0 lbs

Warranty*
1 Year Limited

*1-Year Limited Warranty available only in the USA and Canada.

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Contacting Technical Support

U.S. and Canadian customers can contact D-Link technical support through our web site or by phone.

Before you contact technical support, please have the following ready:

- Model number of the product (e.g. DVX-2000MS)
- Hardware Revision (located on the label on the bottom of the base unit (e.g. rev A1))
- Serial Number (s/n number located on the label on the bottom of the base unit).

Please check the D-Link support site below for the latest product information including FAQ's, known issues, and other product-related updates.

For customers within the United States:

Phone Support:
(888) 404-6262

Internet Support:
http://support.dlink.com

For customers within Canada:

Phone Support:
(888) 404-6262

Internet Support:
http://support.dlink.com

Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. (“D-Link”) provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

Limited Warranty:

D-Link warrants that the hardware portion of the D-Link product described below (“Hardware”) will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below (“Warranty Period”), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

Limited Software Warranty:

D-Link warrants that the software portion of the product ("Software") will substantially conform to D-Link's then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days ("Software Warranty Period"), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link's functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by DLink in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

Non-Applicability of Warranty:

The Limited Warranty provided hereunder for Hardware and Software portions of D-Link's products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold "As-Is" without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

Submitting A Claim:

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow DLink to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.

- The customer must obtain a Case ID Number from D-Link Technical Support at 1-877-453-5465, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization ("RMA") number by completing the RMA form and entering the assigned Case ID Number at https://rma.dlink.com/.

- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. D-Link will only replace the defective portion of the product and will not ship back any accessories.

- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery ("COD") is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

What Is Not Covered:

The Limited Warranty provided herein by D-Link does not cover:
Products that, in D-Link's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product.

While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

Disclaimer of Other Warranties:

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

Limitation of Liability:

TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NONCONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

Governing Law:

This Limited Warranty shall be governed by the laws of the State of California. Some states do not allow exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the foregoing limitations and exclusions may not apply. This Limited Warranty provides specific legal rights and you may also have other rights which vary from state to state.

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FCC Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the
following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

If this device is going to be operated in 5.15 ~ 5.25GHz frequency range, then it is restricted in indoor environment only.

IMPORTANT NOTICE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

For detailed warranty information applicable to products purchased outside the United States, please contact the corresponding local D-Link office.

This class B digital apparatus complies with Canada ICE-003

Registration

Product registration is entirely voluntary and failure to complete or return this form will not diminish your warranty rights.

Version 1.2
October 15, 2008